



Job opportunities

Position details

Position:	Infrastructure Engineer
Hours:	37 hours per week
Salary:	£39,493 - £42,503 pa with overtime and on-call payments
Location:	All Strata sites (Exeter/Newton Abbot/Honiton)
Vacancy type:	Permanent
Closing date:	Sunday 4 December 2022

Job pack and application

Please visit the [Stratawebsite](#) for a job pack and application form

If you experience any difficulties applying for these roles please contact the HR team.

Strata Human Resources
East Devon District Council
Blackdown House
Border Road
Heathpark Industrial Estate
Honiton
EX14 1EJ

Phone: 01395 516551

Email: jobs@eastdevon.gov.uk

Infrastructure Engineer

Exeter/Newton Abbot/Honiton

£39,493.00 - £42,503.00 per annum, with overtime and on-call payments

37 hours per week

Full Time & Permanent

Local Government Pension Scheme

Key requirements

We are seeking an individual who has a passion for IT technologies and the delivery of these to meet the Digital transformational needs of our three clients. We offer a fantastic range of technologies and scope to specialise in disciplines whilst undertaking an active role in the day-to-day development and support of an IT Solutions focussed organisation.

About Strata

Strata provides business solutions using technology to three Councils through a private limited company wholly owned by the councils, Exeter City, East Devon District and Teignbridge District. The role is based in Exeter, along with offices in Newton Abbot and Honiton with IT delivery across the combined wide geographical area of the councils.

Strata is at a stage where Cloud and 'Digital' is increasingly the focus, together with a move to a more Agile delivery model, however we also need to continue to support and develop the existing Strata data centres and underlying infrastructure. In addition we are currently looking to invest in the growth of our team in order to meet the future requirements of our clients and the citizens they serve.

Strata takes the personal development of its employees seriously and as such provide a number of training opportunities which will further develop individual skill sets that underpin our business objectives.

About the role

Reporting to the Head of Infrastructure the role will require a talented technologist who can support the operational activities of a busy IT area whilst supporting the projects dependent on responsive delivery and problem solving. The infrastructure encompasses the Network, Telephony, Server and Storage aspects of infrastructure and has a large virtual environment. With the Cloud and digital challenges, it would be advantageous to have experience of Cloud services such as Microsoft 365/Azure. Strata has a WAN with circa 90 sites interconnected to our two data centres and over 300 servers. The current team is made up of eight infrastructure specialists.

We believe that not only will this role will test and challenge you, from a technology perspective, it will also provide a sense of achievement and satisfaction knowing that your contribution will make a difference to the local community.

There will be an element of out of hours support availability required and out of hours working when significant upgrades are performed but nothing one would not expect for a role such as this.

For a job description please visit <http://strata.solutions/>, or alternatively, if you do not have internet access call 01395 517553.

About you

This is an excellent opportunity to join our progressive, forward thinking team utilising your experience as an infrastructure specialist.

You will possess a range of skills and experience including knowledge with VMWare VSI and VDI, an in depth in the Microsoft stack and a good understanding of how this is brought together to provide the end users the expected IT services.

The successful candidate will be required to manage smaller technology projects that provide support to the Head of Infrastructure and you will work alongside the Principal Infrastructure Analysts to implement larger changes.

A driving licence and your own transport is essential (although reasonable adjustments may be possible) as you will be required to travel regularly to all Strata sites.

Apply

To apply, please send your CV to jobs@eastdevon.gov.uk

For an informal discussion about the position please contact Ali Bright, Head of Infrastructure on 01392 265801 or email ali.bright@strata.solutions

Closing date: 4th December 2022

Interviews will be held w/c 12th December



Supporting
government

JOB DESCRIPTION and PERSON SPECIFICATION

Post title: **Infrastructure Engineer**

This document is intended to cover the range of principal duties and areas of work relating to the post. It is the intention to ensure that you are aware of the actual and the potential range, level of duties, responsibilities and areas of operation which may be required. In addition, you may be required to perform other relevant activities commensurate with the grading of this post.

Grade & Salary: Grade 7

Responsible to: Head of Infrastructure

Responsible for: No direct reports; assists manager with infrastructure work co-ordination; manages external contractors

Strata purpose:

Provide Strata's customers with strategic IT leadership and professional, resilient and cost effective IT services to help them meet their corporate objectives.

Job purpose:

Using in-depth knowledge of the latest developments in IT, assist in developing and recommending cost effective coherent designs for the end-to-end IT infrastructure that will help deliver Strata's business objectives.

Monitor and report on the performance of the overall IT infrastructure ensuring that it is fit for purpose at all times recommending changes and developing plans as appropriate.

The scope of this role includes responsibility for the main datacentre, all servers and storage, VDI delivery, externally hosted systems 'cloud' and main data and voice networks.

Core accountabilities:

1. Support the Head of Infrastructure in creating the end-to-end IT infrastructure architecture, ICT Strategy, creating best practice processes and standards of operation and delivering Strata business objectives.

2. Consult with all Strata stakeholders , especially Security and Compliance team, on all IT infrastructure development and develop, maintain and communicate an agreed roadmap for future IT infrastructure
3. Manage agreed projects for the implementation of IT infrastructure and assist Manager in assignment ,co-ordination and monitoring of IT Infrastructure work with team members.
4. Support customers and systems outside of normal business hours by being a member of a standby and on-call rota.
5. Specify, procure and implement agreed contracts, equipment, products and services required to deliver a cost effective, resilient, secure IT infrastructure.
6. To ensure all designs, implementations and changes are documented to a level which enables others in the team to understand and support them. And to documented where required any incumbent systems lacking sufficient documentation.
7. Monitor and regularly report as agreed on the performance, capacity and health of the IT infrastructure, ensuring actions plans are developed to maintain or improve service and especially to remove the cause of IT infrastructure failures.
8. Support the Security and Compliance Team with CAB process for managing changes to the live production ICT environment.
9. Be part of or lead multi-disciplinary teams needed to identify and make improvements to Strata's service delivery and performance.
10. Work in close co-operation with all teams within Strata to ensure delivery of customers' holistic IT requirements.
11. Ensure that there is a current comprehensive set of operating processes to manage the IT infrastructure, which are documented and kept up to date.
12. Maintain an in-depth and up to date knowledge and understanding of the wide range of infrastructure technologies, products , legislation and best practice available and provide sound advice and recommendation on change to Strata leaders
13. Be an acknowledged technical leader and assist Manager in developing and maintaining the required level of skills and knowledge amongst team members.
14. Assist Manager with ensuring the service operates within agreed financial criteria and achieves best value in procurement and tender exercises.
15. Support Strata's and its customers' approach to equalities and diversity ensuring that services and policies identify, address and promote the needs of the diverse communities. This includes the need for safety of children and other vulnerable people.

16. Take personal responsibility for the relevant aspects of Strata's Health and Safety Policy, and adhere to any site specific H&S Policy.
17. Evaluate and assist in managing risk across the delivery spectrum of Strata.
18. Promotes and utilizes agile methodologies such as SCRUM and Kanban, as well as others, where required and doing so in an environment of Kaizen.

PERSON SPECIFICATION – Infrastructure Engineer

Category	Requirements	Essential /Desirable (E/D)	Method of Assessment
Education/training	<ul style="list-style-type: none"> • Good general school background • Technical degree • ITIL • Certified in a professional supplier area, e.g. Microsoft, Networking, Storage, Virtualization etc. 	E D D D	Application
Knowledge	<ul style="list-style-type: none"> • Good understanding of how modern technologies can be integrated to deliver a world-class IT infrastructure • Detailed knowledge of WAN and LAN topology; server, storage and application virtualization; software control and deployment; voice and mobile technologies and their management tools, processes and costs. • Modern IT architecture design based on ITIL principles • Good knowledge of local government business and processes. • Detailed technical knowledge and their cost effectiveness in several of the areas identified: VMWare servers and VDI, Microsoft AD, Azure, M365, Microsoft Endpoint Manager, Networking (LAN & WAN incl VPNs), firewalls, Sharepoint, Exchange 2010 upwards, DNS, DHCP, SfB/Teams telephony, wifi, SAN technologies, Veeam, SQL server management tools 	E E E E	Interview Application/Interview Application/Interview Application Interview
Skills and Abilities	<ul style="list-style-type: none"> • Excellent trouble shooting and problem solving skills under pressure. • Can develop and plan complex integrated programmes of work. • Sound project management ability for complex ICT projects. • Able to build productive and collaborative relationships with 	E E D E	Interview Interview Application/Interview Interview

	<p>key customers and colleagues</p> <ul style="list-style-type: none"> • Able to analyse problems to root cause and develop improvement strategies and actions. • Competent communicator able to convey complex technical concepts to non-technical individuals and groups • Able to develop sound business cases taking all relevant factors into account 	E	Interview
		E	Interview
		E	Interview
Successful experience in	<ul style="list-style-type: none"> • Planning, building and managing a modern cost effective IT infrastructure • Liaising with a wide variety of stakeholders to ensure IT architecture meets needs of business at all times. • Developing business cases for technology implementations • Managing and being part of complex IT projects • Selecting suitable suppliers and products and managing contracts. 	E	Application/Interview
		E	Application/Interview
Special requirements	<ul style="list-style-type: none"> • A valid driving licence and own car with business insurance are essential (reasonable adjustments may be possible according to the Equality Act). 	E	Application

Strata is committed to providing access, aids, adaptations and alternatives wherever possible and reasonable adjustments to enable disabled people to fulfill the criteria for, and undertake the duties of its jobs.

RISK ASSESSMENT PROFILE

[RAP forms part of the Job Description please ensure a copy is always attached]

Status (please tick)

Permanent	x	Temporary From to	
Full time	x		
Part time / Job share No of hours per week		Casual	
		Voluntary	

This role has been assessed for risk and the following table highlights the demands of the role and the level of risk that may be prevalent in the job when carrying out normal day to day activities. The following key has been used to provide a guide.

Level 1	Seldom or never	Level 4	Regular (2-3 times per week)
Level 2	Occasionally (once a month)	Level 5	Daily
Level 3	Fairly regularly (1 per week)		

Potential risks and hazards	Level of Frequency
Computer user	5
Car driving	4
HGV, LGV driving	1
Prolonged sitting, standing	5
Exertion (other than lifting)	1
Lifting	2
Manual handling – repetitive movements, bending twisting	1
Working with the public	1
Face to face contact with abusive customers	2
Lone working	2
Night working = 3 hrs or more between 11pm & 6am	2
Shift working	3
Use of chemical and or skin irritants	1
Head phone use/ auditory performance / noise	2
Hand arm vibration / noise	1
Use of machinery / noise / vibration	1
Outside working / inclement weather	1
Exposure to the sun through outside working	1
Working at heights (above 2 metres)	2
Working in confined spaces	2
Risk of exposure to bodily fluids	1
Risk of contact with infectious diseases	1
Risk of exposure to asbestos	1
Other - please specify	

Any post identified in levels 2-5 will require a hearing test if decibel levels are above 80 [If unsure please check with Health & Safety Officer]

Any post identified in levels 2-5 will require a hand arm vibration screening test

The document was reviewed & completed by Adrian Smith January 2021