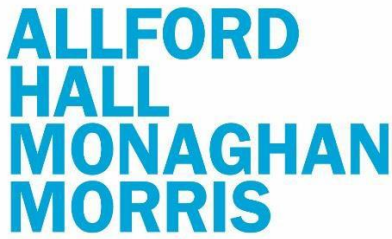


JOB SPECIFICATION



JOB TITLE:	INFRASTRUCTURE: SENIOR ENGINEER
LOCATION:	LONDON
REPORTING TO:	INFRASTRUCTURE: MANAGER
WORKING WITH:	ALL STAFF

OVERVIEW

Since Allford Hall Monaghan Morris (AHMM) was founded, it has grown from 4 to over 500 people and is now one of the leading British architectural practices, with offices in London, Bristol and Oklahoma City, clients and projects in all major sectors in the UK and an increasing body of work overseas.

The practice has built itself on a combination of ambitious design, effective and professional delivery of projects and an entrepreneurial approach to opportunities as they present themselves, all underpinned by the strength of the relationships built, and maintained, with our clients and collaborators.

Due to significant growth within the business, AHMM are looking to employ an additional Senior Infrastructure Engineer to help support with projects and business as usual between their current offices.

JOB PURPOSE SUMMARY

This is a 50:50 BAU to Projects role, joining the experienced and growing IT Team. The role provides both technical support and project delivery, in line with business goals.

KEY RESPONSIBILITIES

- Take full responsibility for project management, definition, facilitation and satisfactory completion of larger, more complex projects;
- Ensure that realistic project plans are maintained and provide regular communication to stakeholders;
- Ensure that project deliverables are completed within agreed cost, timescale, resource, quality and are signed off;
- Specify and design complex technical solutions and ensure that the designs balance functional, service quality, security, systems management and sustainability requirements;
- Build, implement, install infrastructure solutions according to the approved designs;
- Operate as technical resource on other projects.
- Provide maintenance, administration and ensure security of the IT systems with detailed and consistent documentation.
- Develops implementation plans for complex requests for change. Evaluates risks to the integrity of service environment (including availability, performance, security and business services impacted);
- Ensure that appropriate action is taken to anticipate, investigate and resolve problems in systems and services. Coordinates the implementation of agreed remedies and preventative measures;
- Deliver 3rd-line technical support as part of the IT operations function and act as an escalation point for the project delivery team and other IT colleagues. Offer support and mentoring to other members of the team;
- Manage suppliers and ensuring the requirements have been delivered to the required standard;

- Monitor the market to identify currently emerging technologies and products based on own area of expertise, assesses their relevance and potential value to the organisation;
- To perform other technical, related and support duties as may be required by your line manager or IT Management.

DESIRED EXPERIENCE

- CCNA/CCNP
- Previous Implementation/Design experience (preferable)
- Be commutable between London and Bristol
- Some experience to relevant frameworks (ITIL/PRINCE2)

REQUIRED EXPERIENCE

- **Server OS:** Windows Server 2008 – 2016
 - Demonstrable experience with ADDS, ADCS, DNS, DHCP and group policy
- **Storage:** Object Storage; Panzura
- **Virtualisation:** Nutanix AHV, VMWare, Microsoft Azure
- **SaaS:** Microsoft Office 365, Microsoft Azure, Google Cloud
- **Networking:** Cisco, ACI, MPLS, SDWAN
- **Backup Solutions:** HYCU, Nutanix
- **Wireless:** Cisco/Meraki
- **Telephony:** Microsoft Skype for Business Online/Microsoft Teams
- **SQL:** Exposure to MS SQL server 2008 to 2016
- **VDI:** Frame, VMWare Horizon, Remote Desktop Services

JOB REQUIREMENTS

- Ability to demonstrate troubleshooting and resolve technical issues across a various infrastructure and services
- Experience in building and maintaining physical and virtual servers in line with supplier best practices
- Experience in remote diagnostics along with analysis and monitoring
- Experience managing backup environments, both cloud and on premise
- Knowledge of ITIL v3 and Incident, Problem, Release & Change Management Procedures
- A full driving licence is not essentially, however beneficial
- Ability to work independently, using own initiative to problem solve
- Ability to work as part of a close team who drive IT adoption and wider digital project leads

PERSONAL ATTRIBUTES

- Ability to convey complex technical strategies to a range of people at different levels within the business who may have varied experience or software knowledge