

## JOB DESCRIPTION

# IT SENIOR INFRASTRUCTURE ENGINEER

2021

### About Curtis Banks

We are a leading provider and administrator of self-invested personal pensions (SIPPs), part of Curtis Banks Group PLC. Our employees are a mix of all ages and we have a vibrant, fun culture that extends outside the workplace.

We offer a fantastic benefits package, including a generous pension scheme, flexible working, study support to help develop your qualifications and early close on Fridays to name but a few. For more details about us visit [curtisbanks.co.uk](http://curtisbanks.co.uk) or find us on LinkedIn and Facebook.

### Purpose

To work as part of a centralised function with the primary role of ensuring appropriate change to the IT infrastructure and Disaster Recovery services to support enhancement in line with business objectives and promote long term stability, security, integrity, suitability and cost effectiveness of the IT estate.

Job title:	IT Senior Infrastructure Engineer	Closing date:	25 April 2021
Grade	4	Salary range:	Starting from £23,350.00, Depending on experience.
Full/part time*:	Full time	Contract:	Permanent
* Please specify working hours if different from standard full time employee			
Business area:	IT & Change	Location:	Ipswich / Bristol
Reporting to:	IT Infrastructure Design Manager	Job family:	IT & Change
Code staff?	No	Approved role?	No

### Principal accountabilities:

- Conduct appropriate planning, design, development, documentation and deployment of new and enhancements to existing technical IT solutions. Liaising with Third Party providers and stakeholders as appropriate
- Support the team manager to identify potential strategic application of IT systems and recommend innovative methods of exploiting new and existing IT assets to meet the requirements of the business
- Work closely with stakeholders, such as the Change team, to help co-ordinate proposed changes to IT infrastructure, ensuring that this is in line required standards and can be implemented without detrimental impact to existing systems and their support

# CONTINUED

- Ensure that delivered solutions are fit for purpose, are documented in accordance with agreed guidelines, are supported by IT Operations, meet the needs of stakeholders and assist in achieving overall business objectives
- Conduct thorough systems analysis to support the planning of systems capacity, changes and ongoing effective running of IT solutions; ensure that appropriate data is obtained and validated from internal and external sources to provide a fully informed assessment of systems function, security, integrity, capacity and performance over the timeframe defined by current plans
- Undertake technical research and analysis on changes to systems as directed by IT Management in order to determine feasibility, cost, time required and compatibility with installed systems
- Ensure that changes to IT infrastructure can be monitored and managed effectively and that systems being implemented are fully documented and handed over to IT Operations for on-going management
- Provide an escalation point for technically demanding support issues, assist in their resolution if required and support the overall objectives of the IT function as a whole
- Compile and provide relevant metrics to evidence the performance of the function on a regular basis for management awareness and publication
- Assist in the technical response to crisis and disaster situations, which may involve complex technical hardware or software problems

## Qualifications

- Degree Education or equivalent experience.
- Relevant experience in technical support at a senior level for systems in use or proposed for the Curtis Banks infrastructure.

## Knowledge

- Broad understanding of the UK pensions market and the rules that surround Personal Pensions
- In-depth understanding of all IT systems including networking, servers, clients, applications and communications employed within company systems
- In-depth knowledge of relevant technologies outside of active company use and an understanding of their potential application
- Comprehensive understanding of the concepts and principles of IT Service Design, Transition and Delivery, supported by a broad understanding of the overall concepts of the ITIL lifecycle
- Detailed understanding of the concepts of IT security and their implementation
- Capacity for translating business requirements and goals into actual deliverables
- Ability to balance short term tactical thinking against a defined medium term direction

## Skills

- Prior experience of developing and implementing systems
- Clear, accurate, effective and timely communication in writing and verbally with all customers, suppliers and colleagues
- Excellent accuracy and attention to detail throughout all aspects of the role, promoting the same skillset across the department
- Ability to collect, compile and analyse data from multiple complex sources to assist in resolving issues and the reliable running of IT systems
- Ability to drive own performance and motivate colleagues/stakeholders
- Strong analytical skills