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| Job Title: | Infrastructure Support Specialist |  | Department/Location: | UK and Island of Ireland |
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| Reports To: | Infrastructure Manager |  | People Responsibility: | 0 |
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| Main Purpose | | | | |
| The Infrastructure Support Specialist will be responsible for ensuring C&C Group has a robust and scalable IT Infrastructure that meets the needs of existing and future business, while maintaining standards and best practices set by Group I.T | | | | |
| Key Outputs | | | | |
| * End Point Management: to provide installation, management and technical support for all elements of the IT End Points * Compliance: provide proactive management of End Point estate in line with company polices and processes. To include:   + Anti-virus and operating system patch management, security vulnerability mitigation.   + Software license and hardware asset management   + Hardware and software life cycle management * Provide 2nd and 3rd line support, maintaining system uptime and minimising disruptions to guarantee the smooth running of manufacturing and warehouse operations. * Maintain asset inventory of hardware within assigned territory. * Comply with agreed processes and procedures for incident, service request and problem management * Identify and assist in the remediation of service impacting issues. Escalate incidents to the operations manager using predefined procedures where the resolution falls outside agreed service level agreement targets * To travel to C&C group sites to support change programs, preventative maintenance, audit and BAU * Identifying opportunities to plan, facilitate and execute continuous improvement in infrastructure. * Collaborate with senior infrastructure specialists with the design, implementation and documentation of secure agile integrated infrastructure solutions that take advantage of technology advances which facilitates cost reduction, standardization and Legacy removal. * Assist the infrastructure manager in disaster recovery and business continuity plans, ensuring regular review and test of those solutions and that they are fit for purpose and use. * Reduce complexity and introduce one standard of Infrastructure across office, warehouse and manufacturing locations * Continuously collaborate with the IT Security team to ensure we have the appropriate infrastructure security policies and tools, identifying the threat landscape and removing threats and breaches from misuse, malicious activity or service failure. * Monitor systems performance using appropriate tools and mechanisms, generating reports for both technical and non-technical staff and stakeholders. * Research new technologies and solutions. Ensuring a good understanding of current technology landscape and future direction of products / services being offered. * To contribute to the delivery and operation of specified parts of the infrastructure solution within C&C Group, ensuring that service is fit for purpose in terms of performance and security including software and hardware elements. * Foster strong relationships with key stakeholders and business partners. * To provide out-of-hours support where deemed necessary and appropriate | | | | |
| KPIs | | | | |
| * TBD | | | | |
| Interfaces | | | | |
| External  Software, hardware and services suppliers  Managed Service Partners  Consultancies and implementation partners  Industry bodies | |  | Internal  Infrastructure Manager  Technology & Transformation Function  Users at all levels within the company | |
| Competencies | | | | |
| **Core**   * Adapts Style - Understands own style and impact on others. Acknowledges the importance of deadlines, goals, objectives and targets and seeks to achieve them and do the job well * Solves Problems - Thinks outside own area and recognise how own decision making affects other areas. Approaches problems methodically and consistently, collecting data and arguments in an appropriate manner. Able to present simple conclusions to others. * Takes Ownership - Sets standards, priorities and determines objectives for self. Accepts responsibility for own mistakes, and looks for solutions. Takes responsibility for personal learning and self development. * Drives Change - Understands need for change and supports change projects, new processes and systems. Accentuates the positives not the negatives. * Influences - Makes a conscious effort to influence others to support own ideas. Explains the benefits to others of actions, processes, products or services from their point of view and persuades them to a specific course of action. | |  | **Functional**   * IT1.2 - Understands the technology platform - networks, server (including virtualisation), telephony (mobile and fixed line), storage, desktop, database. * IT4.1 Delivering IT as a Service - Delivers excellent customer service * IT5.1 – Building IT Capability - Will work to resolve Incidents or other technical challenges in time for the business requirement and within the Service Level Agreement. * IT6.1 – IT Change Management - Acts to support the IT and operational change processes and procedures | |
| Qualifications/Experience | | | | |
| * ITIL v3 or v4 service management foundation certificate or experience of working in an ITIL business service environment. * Possess experience in the operation and support of complex, on premise & cloud systems, ideally with formal IT related qualifications * Possess good knowledge of server and storage technologies and operating systems, middleware and firmware, mail administration, LAN/WAN components and network management including IP telephony. * Possess In depth knowledge of Windows 10&11, Microsoft Office 365, Active Directory adminsitation, MS teams, Sharepoint, Familiarity with Andriod OS. * Possess good knowledge of Cyber security & the threat landscape, remediating operating system security vulnerabilities and patch implementation methods. * Experience using ServiceNow or other Enterprise Help Desk incident and project management reporting tools. * Experience with unattended windows O/S build processes and imaging utilities. Autopilot. * Knowledge of device encryption, anti-virus software and Endpoint detection\response. * Knowledge of Wi-Fi security and access. * Good communication skills with users at all levels and third party providers are essential. * Knowledge and application of structured problem solving techniques. | | | | |