

Role: IT Infrastructure Engineer	Business Function: Corporate Services
Reports to: IT Infrastructure Manager	Pay Band/Starting Salary: 4 Lower, £31,925 - £35,134 pro-rata, per annum
Location: Hybrid / Office – Broadstone, 50 Gyle Crescent, Edinburgh	Type of Contract: 12-month Fixed Term Contract
Cost Centre: 2101	Activity Code: ITZ

PURPOSE OF THE ROLE

A senior IT role to support the on-going identification, set-up and delivery of the required services and support processes needed to delivery and maintain the Trust’s new EPOS platform, LS Retail / Dynamics Business Central

The successful candidate will be a highly skilled and seasoned infrastructure engineer who has strong expertise across a range of infrastructure platforms, primarily Microsoft server environment, Azure, M365, Endpoint Management, firewalls, anti-virus and setting up secure communication channels. The role will involve supporting an environment across multiple locations/workstations spanning Azure, M365, Head Office, DR, satellite offices/sites and field-based users.

Security and compliance best practice methods ensuring governance of the organisation is developed and maintained is a key component of the role. Actively engaging with key stakeholders and clients within the organisation is required within the role to continually assess, improve, and develop the organisations IT solutions. A self-starter that enjoys working on challenging projects delivering to a high standard within an evolving organisation. You must be eager to further develop your skills and work on cutting edge Microsoft technologies.

KEY RESPONSIBILITIES

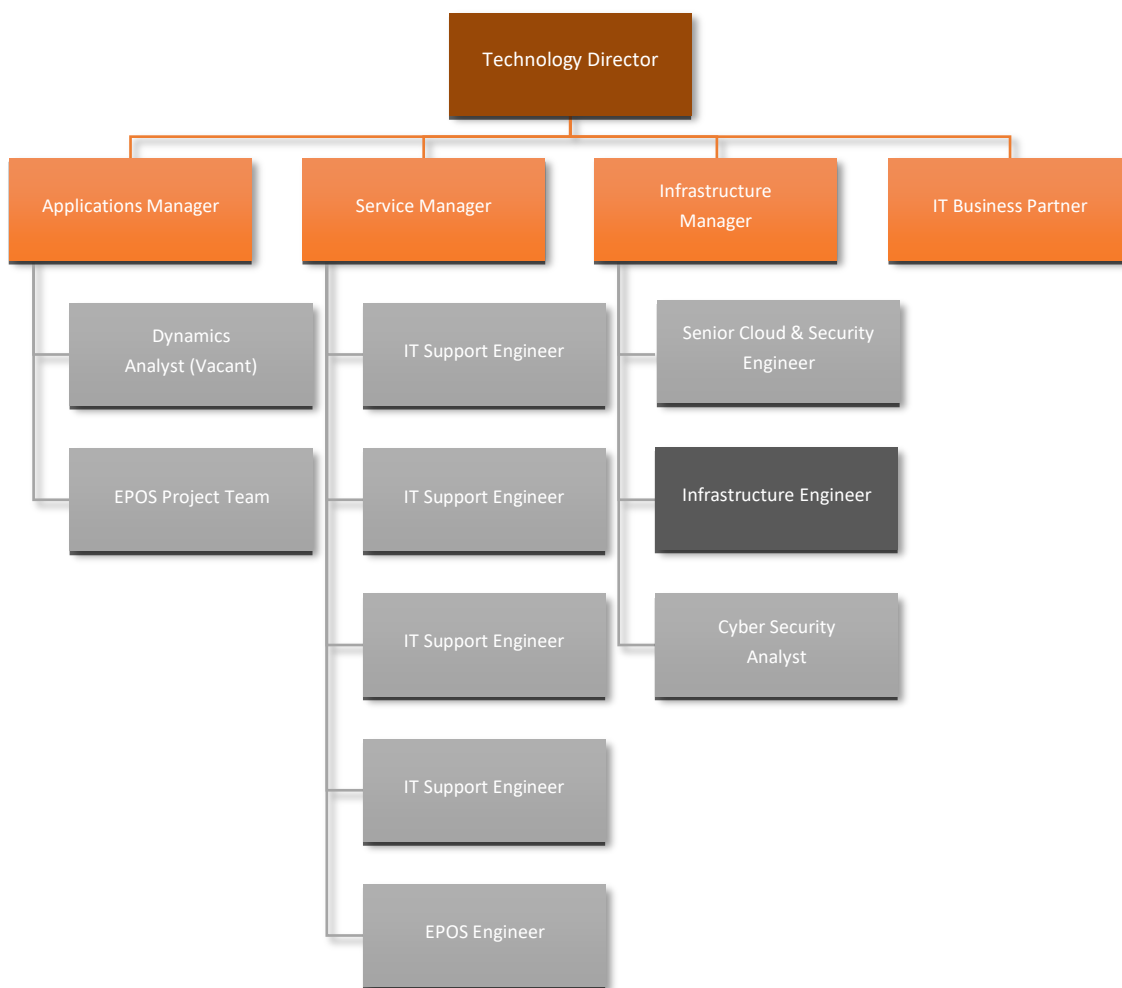
1. Responsible for the Trust’s Endpoint Management & Microsoft Azure environment from both an infrastructure and application context for trust EPOS
2. Managing security /threat protection and maintenance of cloud services for trust EPOS
3. To support the on-going knowledge transfer to the wider IT team of the support processes needed to maintain the Trust’s EPOS solution
5. Support the IT Infrastructure Manager for Project work specifically relating to the trust EPOS solution delivery
6. To deliver the implementation and knowledge transfer of the trust EPOS solution
7. To deliver the ability monitor, manage & troubleshoot as required cloud environments relating to trust EPOS solution using monitoring and logging tools.
8. To create, execute and document any necessary processes to ensure that the cloud infrastructure design / technical environment meets security, resilience, and performance requirements (technical and functional)

9. To ensure the data protection of all corporate devices (MDM Intune) and the access security required to support this.
10. To adhere to Trust IT change management and other relevant governance processes
11. Being able to influence key stakeholders and put forward compelling rationale to support architectural or technical decisions
12. To advise as required on infrastructure solution design for endpoint management and central services in relation to EPOS solution delivery

SCOPE OF ROLE

People Management

Nil



Financial Management

Nil

SKILLS, EXPERIENCE & KNOWLEDGE

The role involves working on a range of interesting and technically challenging projects as well as the running and maintenance of the network and infrastructure. To be considered for this position you should possess the following skills and experience.

Essential

- Demonstrated strong experience in Microsoft Endpoint Management (intune)
- Must be able to demonstrate their ability to create comprehensive technical documentation, including solution architecture diagrams and configuration guides
- Applicants should provide evidence of their experience in developing detailed specifications and troubleshooting guides
- The ideal candidate will have a proven track record of producing user manuals and service desk support guides
- Demonstrated experience with Microsoft Active Directory/Entra, M365 and associated technologies
- Understanding of end-to-end cloud infrastructure solutions and the relevant application overlays
- Good understanding of overall cloud infrastructure delivery lifecycle, supporting methodologies and processes
- Preferably educated to degree level in IT related discipline, however, an HNC/D with relevant experience will be considered. Any relevant MCP/MCSA qualification is desirable; ITIL v3 foundation is desirable.
- Familiarity of scripting and automation technologies, such as Power platforms, Terraform and Bicep
- Previous experience within an Infrastructure Engineer / 3rd Line Support role - Ideally at least 5 years' experience within similar roles
- Good customer service skills and the ability to communicate concisely with users at all levels.
- Good team player with excellent interpersonal and report writing skills and must be able to prioritise issues in a timely manner.
- Resourceful, resilient and ability to take ownership/responsibility for all project management.

Desirable

- Azure Certification: Solutions Architecture and Security, Endpoint Administrations
- Knowledge of Microsoft Dynamics Finance Operations and Customer Engagement
- Experience of project delivery with a "DevOps" approach
- Knowledge of business change methods and techniques
- Knowledge and experience of Microsoft's Power Platform
- Networking experience (CISCO CCNA)
- Application packaging experience
- General understanding of the heritage environment, and the challenges and opportunities of the charity / "not for profit" sector.

The Key Responsibilities, Scope of Job, and Required Qualifications, Skills, Experience & Knowledge reflect the requirements of the job at the time of issue. The Trust reserves the right to amend these with appropriate consultation and/or request the post-holder to undertake any activities that it believes to be reasonable within the broad scope of the job or his/her general abilities.

Applications

Interested applicants should forward their Curriculum Vitae (CV) or an Application Form to the People Services Department (Applications) by email via workforus@nts.org.uk, by Sunday 30th March 2025.

Please ensure your CV includes your full name and contact details, the CV file sent to us should be titled your first initial and surname. When submitting your CV please state the position and job location of the vacancy you are applying for in the subject title or body of your email: For example "Gardener - Culzean"
