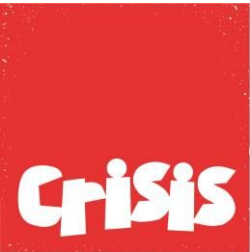


IT Infrastructure Engineer



**Job title:** IT Infrastructure Engineer  
**Department:** Corporate Services/ DDT  
**Reporting to:** Director of Data, Digital and Technology  
**Salary:** £43,962  
**Hours:** 35 per week  
**Location:** Based in London (with occasional travel to regional Skylights throughout the UK)

**Contract type:** Permanent

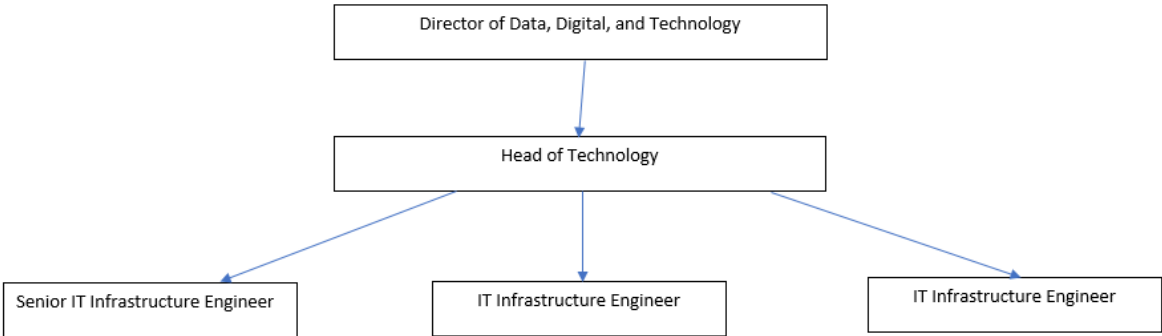
**Aim and influence**

- Ensuring the continued support, maintenance and operation of all Crisis’ IT network systems, servers and desktop PC’s to agreed levels of service
- Safeguarding and protecting the IT systems by adhering to industry standard security and data protection standards
- Ensuring that technical support exists for all Crisis IT infrastructure upgrades and IT projects

**Other key details**

- Some evening and weekend work will be required and time off in lieu will be given in accordance with Crisis TOIL policy
- Based in London with occasional travel to regional Skylight centres throughout the UK. This may require overnight stays

**Organisational chart**



### Job responsibilities

- Deliver operational support to the entire Crisis IT infrastructure; providing 3<sup>rd</sup> line support and final escalation for technical issues via the Service management tool (Alemba)
- Technical resource for infrastructure projects, delivering information technology improvements and upgrades to Crisis infrastructure and systems.
- Proactive monitoring and maintenance of the Crisis IT infrastructure including; systems monitoring, patch management, critical software updates & upgrades and corrective hardware repairs.
- Configure, oversee and monitor all disaster recovery and backup systems, to ensure that backups are completed reliably and the architecture of cloud-based back-ups is consistently monitored.
- Provide knowledge transfer from infrastructure projects to the service desk through direct guidance and the contribution of documentation to the Service desk knowledge base.
- Liaison with 3rd party maintenance and support contractors as required .
- Contribute to the development of and adherence to ITIL processes for change control, configuration and asset management, and other processes as needed.

### General responsibilities

- Proactively seek out opportunities to promote and support member involvement within Crisis
- Develop and maintain an understanding of Crisis' work and the needs and circumstances of people facing homelessness
- Comply with Crisis policies and procedures, including Health and Safety policies, for which all employees owe a duty of care both to themselves and others, in accordance with the Health and Safety at Work etc Act.
- Comply with all Crisis policies and procedures and promote good practice as relates to Safeguarding and Equality, Diversity & Inclusion
- Supervise, guide or direct volunteers where necessary

- Work collaboratively across departments to support Crisis' mission to end homelessness
- Commitment to the utilisation of Crisis' chosen IT Systems
- Competent in the use of laptops, desktop PC's and headsets
- Expert in the use of Microsoft applications and competent with additional platforms in the Crisis technology and digital estate.
- Carry out any other duties reasonably associated with your role

### Person Specification

#### Essential

- 1 Excellent technical aptitude and logical problem-solving skills
- 2 Experience of being an effective 3<sup>rd</sup> line support engineer, dealing with escalations and major incidents as required
- 3 Experience in managing Azure environments and its offerings (PaaS, SaaS, or IaaS)
- 4 Proven experience in installing, configuring and supporting the core infrastructure stack, both within Azure and on-premise
- 5 Experience of networks and their operation including IP Addressing, VLANs, TCP/IP and data cabling, switch and router configurations and MPLS networking
- 6 Excellent knowledge of Azure AD, on-premise AD, and Azure AD Connect
- 7 Excellent understanding of Microsoft 365 configuration and management
- 8 Experience of patch management, OS and application deployment (SCCM, Azure Automation)
- 9 Strong understanding of cyber security technologies including email security and infrastructure/server hardening
- 10 Anti-virus management (particularly Microsoft 365 Defender, and desirably Sophos)
- 11 Experience with IP telephony systems (particularly Microsoft Teams and Avaya)
- 12 Excellent communication skills both verbal and written, capable of delivery high-quality documentation for a variety of audiences - technical documents, user guides, management reports
- 13 Knowledge of and ability to comply with safeguarding procedures

#### Desirable

- 14 Appropriate, recognised and current technical certification (MCSE, CNNA, CCNP, Network+ etc.)
- 15 ITIL foundation or practitioner accreditation
- 16 Understanding and experience of working in the voluntary sector
- 17 Experience of deploying and managing Microsoft Intune
- 18 Microsoft PowerShell scripting and automation

*We encourage applications from all sections of the community and particularly from people who have lived experience of homelessness.*

### Supporting your application

Thank you for your interest in working for Crisis.

Before you apply, please take a moment to read through the frequently asked questions below which are designed to support your application and help you understand our recruitment processes.

### The person specification requires a qualification or experience that I do not have. Is it still worth me applying?

The person specification has the key knowledge, skills, experience or behaviours needed to carry out the job successfully and you will be scored based on any information you provide. If you don't quite meet the criteria, for example if you have an understanding of something rather than experience of doing it yourself, you may still pick up points for explaining your understanding or how you might approach it. However, some of the person specification points, for example specific qualifications, are critical to the role so if you don't meet those requirements, you are unlikely to be shortlisted.

### Can I apply by sending my CV?

Occasionally we accept CVs and a covering letter but only if this is requested in the advert for the post. We don't accept speculative applications or hold CVs on file.

### What should I do if I can't complete an online application?

If you would like to apply in a different format, for example in a Word document, because you are unable to use the online process, please contact the Recruitment Team at [jobs@crisis.org.uk](mailto:jobs@crisis.org.uk). It is helpful if you provide details of your requirements or suggestions about how we might best support you to apply so that we're able to consider alternatives.

### How can I maximise my chance of being shortlisted?

It is important that you complete all sections of the online application form to ensure that the recruiting panel understand your interests, skills, behaviours, knowledge and experience.

Shortlisting is mostly based on the information you provide in the assessment form section. A strong application will also be in line with the **Crisis Values** that you can find on our website.

**Please note!** If you don't provide full responses against the person specification points, the panel won't be able to score your application fully and it will be unlikely there is enough information for you to be shortlisted.

### How quickly will I know if I have been shortlisted?

Every recruitment campaign will be different depending on how quickly the shortlisting panel can review applications but if you have not been shortlisted, you will receive an email from us confirming that.

### If I am not shortlisted, can I get feedback on my application?

Unfortunately, we are not able to offer feedback on your application if you are not shortlisted for interview.

### Can I get feedback after my interview?

We appreciate that information about where you did well or less well can be useful, so if you are not successful following interview, we are able to provide feedback.

### Will you notify me of future vacancies?

Once you have registered via Crisis Jobs Online, you can sign up to receive notifications of new vacancies based on the criteria you select. We also recommend that you check our website regularly for details of new vacancies.

**I recently applied for a role and was not successful but have seen the role re-advertised. Is it worth me applying again?**

If the gap between advertising has been short, we would normally advise that candidates need not apply again, unless you have re-written and enhanced your application. Some examples might be that you have strengthened your examples using the STAR technique above.

**Crisis Jobs Online**

**I have typed my personal statement answers into the online form, but it won't let me save them. What should I do?**

There is a word limit of 400 per answer so it could be that you have exceeded the limit and that is what is preventing you from saving your work.

**I filled in the personal statement section and tried to save it/submit it. However, it wouldn't do this and my information was lost. Is there any way to retrieve it?**

You are encouraged to record your answers in a Word document first before copying and pasting your answers into the online application form, using the keyboard shortcuts Ctrl + C to copy and Ctrl + V to paste. The application form has a strict time out limit and so if you take longer than that limit you will lose your work and we are unfortunately not able to retrieve it.

**Where can I get help?**

If your query has not been answered above, you can contact the Recruitment Team [jobs@crisis.org.uk](mailto:jobs@crisis.org.uk) for support.