

Server/Infrastructure Engineer

Role Purpose: To maintain, enhance and develop server systems, network and related infrastructure for customers

Line Manager: Service Delivery Manager

Direct Reports: None

Accountabilities

- Maintain server infrastructure to ensure **minimal service disruption and the efficient running of customers business systems**, by adhering to ITIL foundation principles or equivalent documented procedures.
- Ensure that customers data is fully protected in the event of a disaster or other event, **by maintaining backup and other recovery systems** while following relevant procedures.
- Consult with customers **to design, enhance and develop server and infrastructure systems** to create efficient business systems.
- Monitor customers systems to **ensure efficient running, taking preventative measures** where necessary.
- Respond to user/customer requests for changes to systems and infrastructure **to meet business needs**, following ITIL change principles or equivalent methodology.
- Create, maintain and enhance systems procedures and documentation **to ensure the customer site and systems are fully documented**.

Key Relationships

- Customers in-house IT team members; IT Manager and Amor colleagues for team collaboration
- External vendors for maintenance and supplier contacts

Impact

- Customer business systems/critical infrastructure
- Customer data storage and recovery systems
- Customers communications systems

Authority

- Design decisions and vendor choices
- Technology recommendations to customers or internally to Amor

Outcomes

The smooth and efficient running of customer business systems infrastructure. Making internal efficiencies to Amor business systems or generating new business for Amor through systems enhancement recommendations to customers.

S/IE: Competencies

One Amor Competencies

- Confident – Relish Challenges
- Managing Yourself – Balancing Priorities
- Passion to Improve – Making a Difference
- Staying Curious – Uses Radar
- Creative Thinking – Understanding Trends
- Commercial Awareness – Customer Focus
- Delivering Results – Improving

Functional/professional competencies

- Ability to operate in highly complex environments
- Strong server and related infrastructure systems experience
- 5+ Years IT experience or equivalent
- Project management experience
- Good communication and report writing skills
- Strong business / industry awareness
- Able to adapt easily to changing circumstances
- Awareness of ITIL or equivalent change management principles