

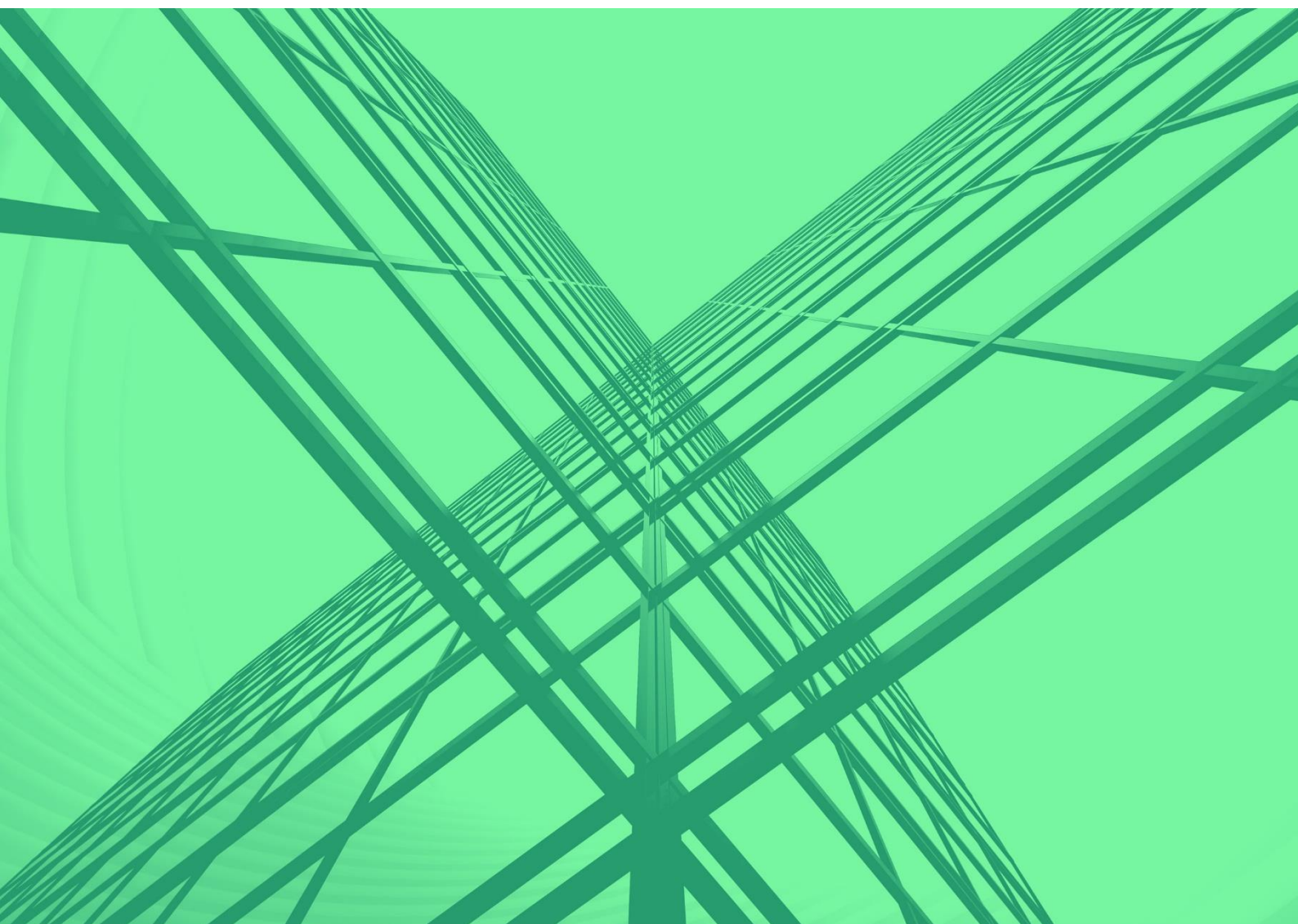
# IT Infrastructure Engineer

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**CANDIDATE PACK**

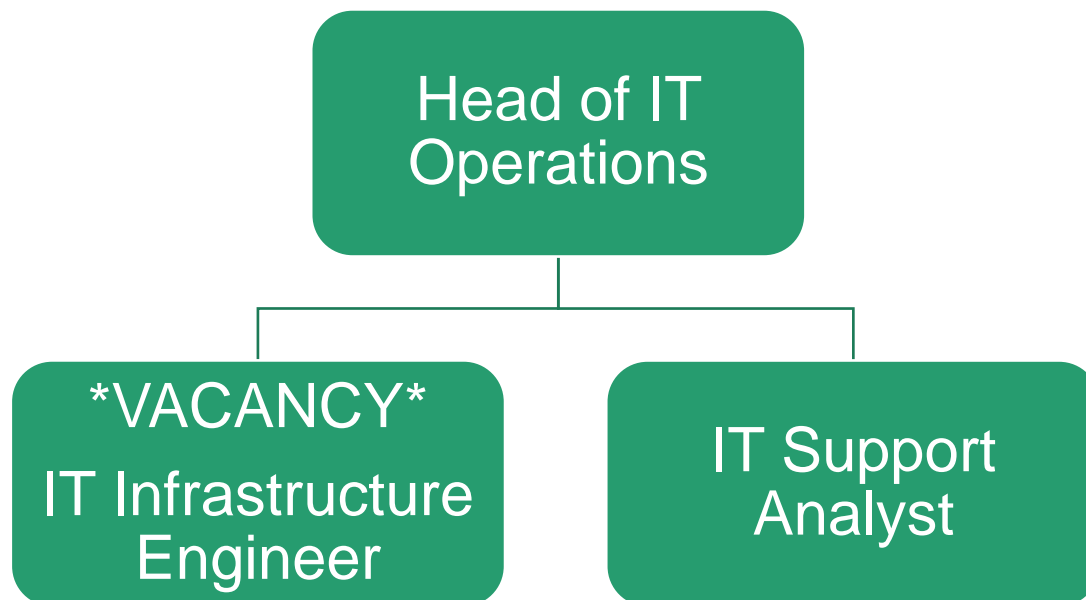
**Full Time**

**35 hours per week**



## The IT Team

Our IT team are a small team of 3 that report into the Head of IT Operations. We work 5 days a week, office hours, within a onsite rota system of 4 days a week in the office and one at home.



As an IT Infrastructure Engineer at the Institution of Structural Engineers, your core responsibility will be to uphold the core reliability, security and peak performance of our IT systems. You will actively drive forward the organisations technological advancements through cross team collaborative working. Emphasising IT as an enabler, we aim to align departmental goals with organisational objectives. As part of the wider Digital, Data and Technological Transformation team, IT Operation drive forward a culture of holistic evolution.

Your expertise in the full Microsoft 365 and Azure suite, alongside an ability to deliver secure cloud-based solutions will be instrumental in improving our IT capabilities and architecture. This role will also provide a skilled 2<sup>nd</sup> and 3<sup>rd</sup> line support service for all staff to ensure a seamless operational environment.

Join us at a time of change in this dynamic role leveraging your technological proficiency and growth mindset.

## Why work for the Institution?

Working for the Institution of Structural Engineers is an opportunity to learn, develop and make a difference.

Join our team of approximately 70 employees and help support our vision to lead, support and nurture the development of structural engineering worldwide.

Our head office is only a short walk from Barbican, Old Street and Farringdon. It's bright, modern and open plan, supporting a collaborative environment.

We pride ourselves on the flexibility we can provide to our staff and offer a wide variety of benefits to enhance your work life balance and wellbeing as detailed later in this pack.

To thrive with us, bring:

- An open-minded and flexible approach. Enhance our diverse and inclusive team.
- A creative attitude to work. Help us strengthen and improve in a workplace where you are encouraged to innovate and share new ideas.
- Enthusiasm and commitment. Provide our members with the best service possible to maintain our worldwide respected status.
- A friendly and communicative approach. Fit in to our growing organisation where staff know each other well and strive to work collaboratively.
- The ambition to take on new challenges. We always look to the future to embrace change, so we continue to evolve.

For more information, please read on :

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More about us :

Our organisation, governance and values                              page 10 - 11

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# Job description and person specification

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## 1. Job purpose

To uphold the reliability, security, and peak performance of our IT systems and maintain a high standard of efficacy, security and compliance.

To provide a dependable escalation point for IT queries, providing 2nd and 3rd line support that will ensure a seamless operational IT environment.

Working collaboratively within the IT Operations team, wider Digital, Data and Technology Directorate and across departments to drive forward the organisation's technological advancements and improvements.

## 2. Role and responsibilities

### 1. Infrastructure Design and Implementation

Working with the Head of IT Operations and the wider Digital & Data team to help to design, develop, and deploy scalable and reliable IT infrastructure solutions that align with the Institution of Structural Engineers' business goals and technological requirements with a focus on consolidation, security and centralisation.

To include but not limited to:

- Utilise modern solutions to resolve ongoing organisational challenges and improve the overall technological experience for all users.
- Move to and manage a cloud-first, serverless solution.
- Overhaul and maintain our security solutions and alignment with leading security partners.
- Redesign and continuously review the network architecture.
- Ensure a continued alignment with the other departments within the organisation so that the department remains proactive to user and organisational needs.

### 2. System Maintenance and Optimisation

Conduct routine maintenance and updates to ensure the stability, security, and performance of our network, servers, and systems.

### 3. Troubleshooting and Issue Resolution

Identify and resolve technical issues proactively, employing a systematic approach to problem-solving to minimise downtime and disruptions.

### 4. Security Management

Work with the Head of IT Operations to align with the organisations requirements, implement and maintain robust security measures and protocols to safeguard The Institution of Structural Engineers' data, systems, and networks against potential threats and vulnerabilities.

**5. Collaboration and Documentation**

Work closely with cross-functional teams to understand their IT needs, provide technical support, and maintain comprehensive documentation of infrastructure configurations and processes.

**6. Monitoring and Analysis**

Monitor system performance, analyse trends, and recommend improvements to enhance the overall efficiency and reliability of the IT infrastructure.

**7. Business Continuity & Disaster Recovery**

Take charge of the functional side of the organisations Business Continuity and Disaster Recovery processes to ensure they continue to meet expectations and requirements.

**8. Team Mentorship**

Provide guidance and mentorship to the IT Systems Analyst, fostering their professional growth and contributing to a cohesive and knowledgeable IT infrastructure team.

**3. General responsibilities**

Establish positive professional relationships, attend relevant conferences or training to enhance personal expertise.

Actively contribute insights in weekly team meetings, proposing enhancements to processes and systems using scripting technologies to ensure Institution efficiency and stability.

Adhere to Data Protection laws and proactively maintain data quality within the department.

Strictly adhere to all Institution policies and procedures.

Perform any other reasonable ad hoc duties as assigned.

**4. Communications and working relationships**

1. The Digital and Data Team.
2. All IStructE staff – in a hybrid working environment.
3. IStructE regional membership – where required.
4. Suppliers – existing and new support providers.
5. External IT Consultants & Contractors

### 5. Knowledge, skills and experience required

Criteria	Essential/Desirable
<b><u>Qualifications and Knowledge</u></b>	
Educated to Degree level or equivalent, ideally in a related field	D
Demonstrable knowledge and experience of <ul style="list-style-type: none"> <li>• All Microsoft 365 products</li> <li>• The complete Microsoft Azure computing platform</li> <li>• Windows Server 2016, 2019 &amp; 2022.</li> <li>• Windows 10 &amp; Windows 11</li> <li>• VMware &amp; Hyper-V</li> <li>• Active Directory</li> <li>• Core Networking – TCP/IP, DNS &amp; DHCP</li> <li>• Switch Configuration &amp; Administration</li> <li>• Firewall Configuration &amp; Administration</li> <li>• Framework Cyber Security</li> </ul>	E
An understanding of <ul style="list-style-type: none"> <li>• Microsoft 365 Teams Telephony</li> <li>• PowerShell, Command Line &amp; Alternative Scripting</li> <li>• ITIL Methodology</li> <li>• Mimecast</li> <li>• Exclaimer Cloud</li> <li>• Veeam</li> <li>• Zoom</li> </ul>	E
<ul style="list-style-type: none"> <li>• Knowledge and experience in internal IT as part of a professional body or charity</li> </ul>	D
<b><u>Skills</u></b>	
Strong technical problem-solving skills and ability to diagnose technical problems quickly.	E
Excellent ability to communicate complex technical information effectively, catering to both IT and non-technical audiences through clear and simplified language, both written and oral.	E
Strong organizational skills, adept at independent work with a methodical approach to handling complex, multi-stream tasks under pressure to meet tight deadlines.	E
Excellent interpersonal skills to be client focused and facing with a professional approach to work, colleagues and external contacts.	E
Attention to detail, accuracy and ability to check detailed information, able to critique own work and the work of others.	E

Criteria	Essential/Desirable
Flexible and resourceful and able to work in a small team, collaborative to work with other departments.	E
<b>Experience</b>	
Hands-on experience in 2nd and 3rd line helpdesk support, adeptly resolving diverse technical issues while providing face-to-face client support and assisting colleagues in issue resolution.	E
Conducted daily IT administrative tasks encompassing backups, security protocols, and Active Directory maintenance.	E
Maintained vital security systems, SQL servers, VMWare, and ensured system uptime and backups.	E
Maintaining WAN and LAN for a medium-sized office.	E
Expert at managing high-pressure workloads, meeting tight deadlines, and delivering quality results in evolving tech environments.	D
Supporting new system implementation, conducting user training, and creating guidelines for the team and staff.	E
Proven track record helping to design scalable IT infrastructure aligned with organisational goals.	E
Successfully collaborated across diverse teams, aligning tech strategies with business goals.	E

This job description does not form part of the contract of employment and may be subject to change.



## Salary and package details

Salary: Circa £42,000- 45,000 per annum

Contract: Full time – 35 hours a week within a flexi-time system

Benefits: The Institution offers a range of non-contractual discretionary benefits including:

### Benefits on commencement:

- Life Insurance (death in service benefit)
- Eye care and glasses- eye tests paid for and contribution towards any glasses specific for DSE use
- Access to some parts of the employee assistance programme (UNUMHelp at Hand)
- Pension- can join the pension scheme from any date after commencement in Tier one (employer 6%, employee 3% minimum contributions)
- 25 days paid annual leave (increasing with service to 28 days) plus bank holidays and flexi leave

### Benefits from three months:

- Pension- automatic enrolment in Tier one: employer 6%, employee 3% minimum contributions
- Pension- you can request to join Tier two: employer 9%, employee 5% minimum contributions.
- Full pay sickness absence up to 65 days in a 12-month rolling period.
- Income protection insurance: you may be eligible for this support if you are absent due to sickness for a continuous period of 13 weeks or more, subject to acceptance of the claim.
- Full access to our employee assistance programme which includes a discounts and savings platform and access to additional health services (e.g., counselling, physio, 24-hour online GP, nutritionist and personal training sessions) via an app-based service (Unum Help@hand)

### On successful completion of a 6-month probation period, you will be eligible to the following optional benefits:

- Private medical insurance (PMI) currently provided by AXA (voluntary and subject to tax and NI)
- Health cash plan, currently provided by BUPA (voluntary and subject to tax and NI)
- Reimbursement of an agreed and appropriate Membership subscription
- Season ticket loan (non-taxable)
- Cycle to Work Scheme
- Paid maternity, paternity, adoption and carers leave at rates of pay higher than statute, subject to service requirements as per the current policies.



## How to apply: the recruitment process

Please submit an up-to-date CV and cover letter demonstrating how you meet the knowledge, skills and experience required for the role as described in the job description. The cover letter should be no more than 500 words.

To apply please see our [website](#).

On receipt, your application will be sifted by the recruitment panel and assessed against the criteria for the role. All successfully shortlisted candidates will be contacted by telephone and invited for interview. We reserve the right to close or extend this position depending on application numbers. Therefore, we would urge candidates to apply as soon as possible.

*If you have not heard from the Institution within two weeks of your application, it is with regret that you have been unsuccessful on this occasion. Due to the volume of applications, we receive we cannot write to all applicants.*

Applicants must possess a current right to work in the UK.

*The Institution does not hold a visa sponsor licence, therefore, applicants who do not have the right to work in the UK and/or require visa sponsorship in order to continue working in the UK cannot be considered.*

The selection process will consist of a job-related assessment followed by a virtual interview with the manager for this post Craig Holloway, Head of IT Operations, Peter Sykes, Head of IT Projects and Lakeisha Wayland from the Human Resources Team. The interview will comprise of competency questions designed to test your skills and experience required for this role. It also gives you the opportunity to ask any questions you may have about the role, the team, or the Institution. The second stage of the selection process will be a face-to-face interview with Craig Holloway, Head of IT Operations and Silvia Pilotto, Digital, Data and Technology Director.

We want to support you. If you require any reasonable adjustments during our recruitment process, this could be for the application, assessment and/ or interview, please let us know as soon as possible so that adequate provisions can be made for you.

## **The Institution of Structural Engineers**

With over 32,000 members working in 105 countries, we are the world's largest membership organisation dedicated to the art and science of structural engineering.

The Institution is an internationally recognised source of expertise and information concerning all issues that involve structural engineering and public safety within the built environment.

The core work of the Institution is to support and protect the profession by upholding professional standards and acting as an international voice on behalf of structural engineers.

### **Governance**

The Institution of Structural Engineers is governed under its Royal Charter, bye-laws and the applicable regulations.

The Institution Council consists of the President, Vice-Presidents, past Presidents, representatives of regional groups and members who are elected for a period of three years. The Institution is supported by an executive of 70 staff. The Board is the governing body of the Institution. Its members are the Institution's Trustees.

### **Our values**

We strive towards a structural engineering profession that is built on competence, accessibility, and community.

#### **Competence**

Championing competence is at the core of everything we do.

We offer a wide range of opportunities for our members to develop, refresh and extend personal competencies. We also help members specialise by offering tailored courses, resources and specialist qualifications.

#### **Accessibility and diversity**

We are committed to making the structural engineering profession more accessible. We are constantly reviewing our routes to membership to provide flexibility in the process, offering more choice for all our candidates.

We value diversity and the perspectives people from different backgrounds bring to the engineering profession. We work with other professional bodies and our members to identify and remove barriers to anyone becoming a structural engineer.

#### **Community**

We work to create an international community of structural engineering excellence, facilitated by our digital platforms, Regional Group activity and networks of special interest.

For more detailed information about the Institution please visit our [website](#).

## Our Work

### Climate Change

The climate emergency is the greatest threat to our planet. Structural engineers have a responsibility to help mitigate its effects by changing the way buildings and infrastructure are designed, commissioned and constructed. The Institution, our [Climate Emergency Task Group](#) and [Sustainability Panel](#), supports these vital efforts through its role as an international centre of knowledge, sharing information and opinion with its membership and beyond.

### Resilience

The Institution support the efforts to build [resilient](#) communities- taking measures to avoid, reduce, resist and aid recovery from extreme events including Tsunamis, flooding, explosions and seismic events. Our [Humanitarian and International Development Panel](#) as well as our [Seismic and Dynamic Events Panel](#) includes experts from regions around the world. They help structural engineers confront the challenges faced by the poorest and most vulnerable people and progress activities to support the development and understanding of seismic and resilient design.

### Safer Structures

Structural engineers consider the safety of structures from design and construction through to operation and demolition, in accordance with local legislation. The [Institution of Structural Engineers](#) along with [CROSS](#) investigates failures and near misses (including [Grenfell](#)) in order to share knowledge and insight to Structural Engineers to avoid any potential or future disasters.

### Young Members

IStructE is committed to ensuring the profession of Structural Engineering is accessible to everyone. We offer tailored visits, events and networking opportunities to our [young members](#) to help them get support at a crucial time in their career. Our values extend to our work in [education](#) that encourages young people from diverse backgrounds to choose and access structural engineering careers.

### Support

Our [Benevolent Fund](#) offers support to current and former IStructE members and their dependants going through tough times who may need financial support. Partnered with Anxiety UK, our members will also be able to quickly access therapeutic support if needed and have access to a range of learning materials to support managers and their staff on mental health awareness.

## Organisational Structure

