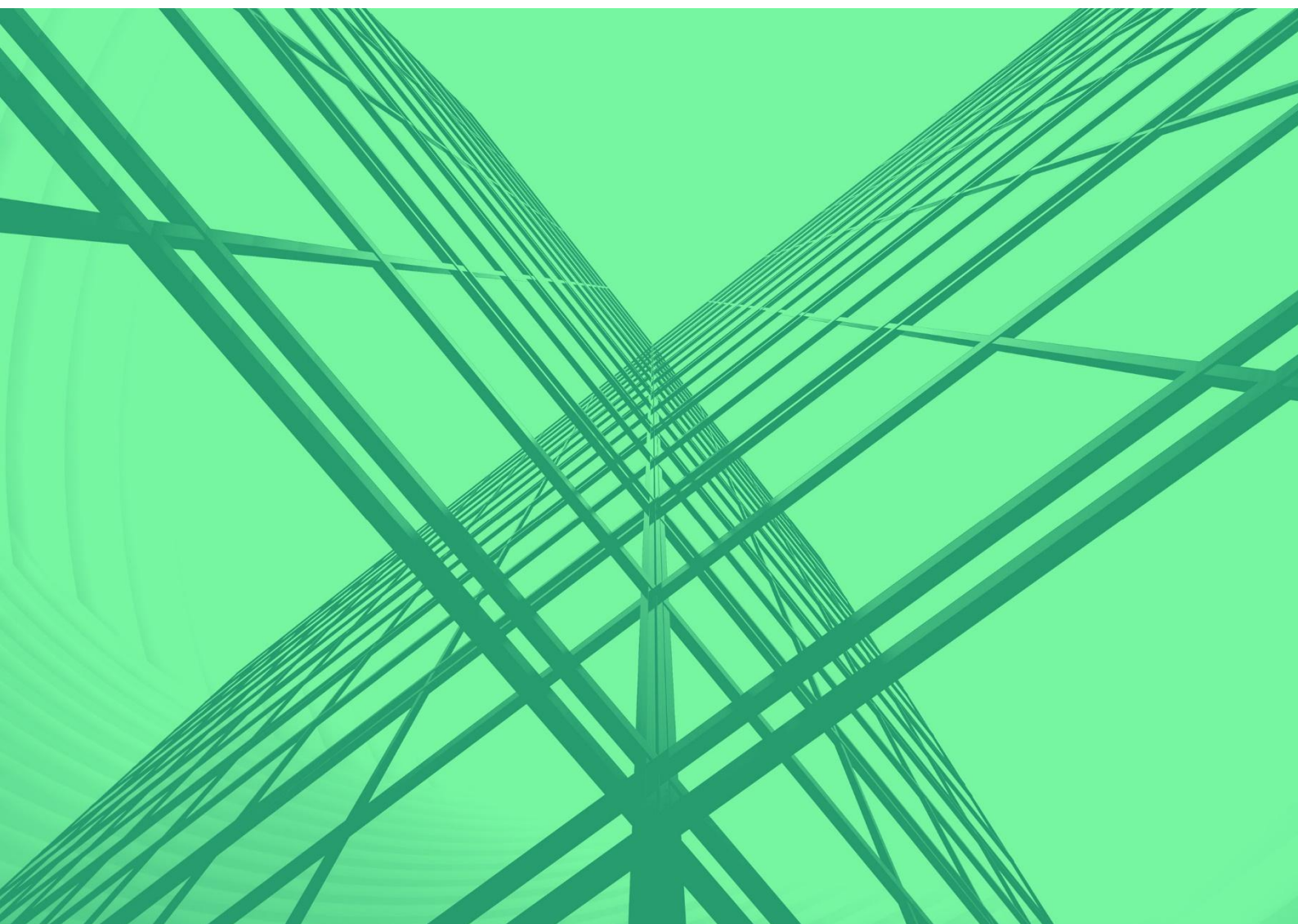


IT Operations Engineer

CANDIDATE PACK

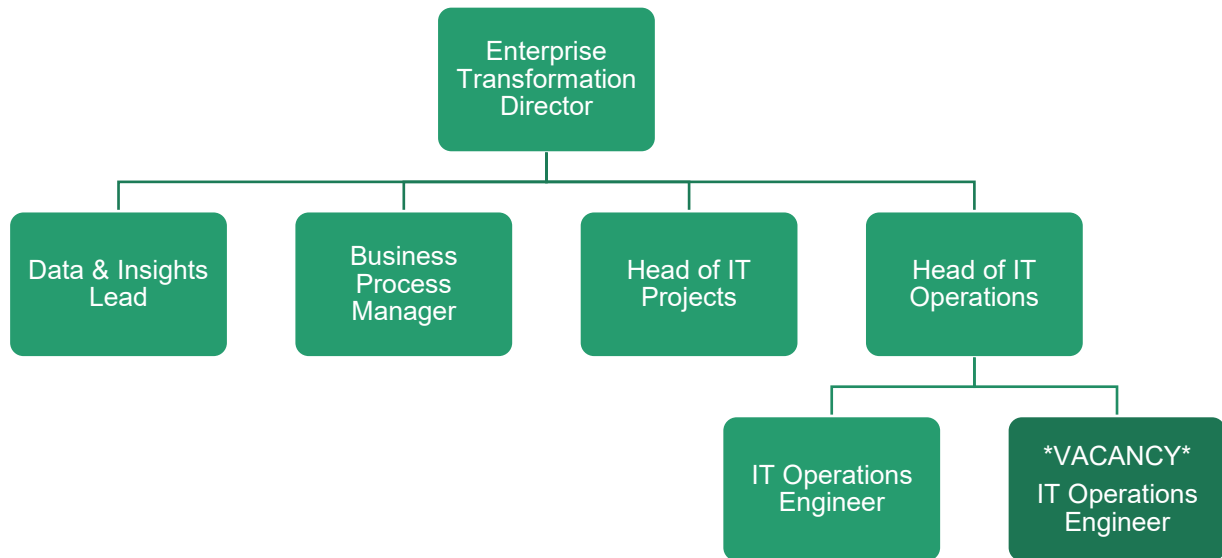
Full Time

35 hours per week



The Enterprise Transformation Team

Our Enterprise Transformation team are a team of 6 that report into the Enterprise Transformation Director.



Are you an IT professional who thrives on solving complex technical problems, keeping systems secure and reliable, and making sure colleagues have the tools and support they need to do their best work?

As our IT Operations Engineer, you will play a key hands-on role in delivering high-quality technical support, maintaining and improving our IT environment, and acting as an escalation point for operational issues across devices, identity, networks, cloud services and security platforms.

If you enjoy combining first-class user support with practical engineering, continuous improvement and the opportunity to make a visible impact across the organisation, this is the role for you.

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 80 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 into our 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 :

Full job description and person specification pages 4-8

Salary and package details page 9

How to apply page 10

More about us :

Our organisation, governance and values page 11-12

Organisational Structure page 13

Job description and person specification

1. Job details

Job title:	IT Operations Engineer
Reports to:	Head of IT Operations
Date:	June 2026
Location:	The Institution's HQ, in London (minimum 4 days in the office and out of office hours support as required)

2. Job purpose

To deliver hands-on technical support and operational engineering that ensures high-quality end-user experience and a stable, secure, and high performing IT environment.

To provide both first and second-line technical support and platform-level engineering across devices, identity, end point management, network, cloud, and security services.

To act as the technical escalation point for the operations team, leading on technical investigations and the resolution of complex issues, ensuring systems and services remain reliable, secure and compliant.

To contribute to operational resilience, continuous service improvement, and the effective delivery of IT services across the organisation.

3. Roles and responsibilities

Operational Support

1. Provide first and second-line technical support, including desktside assistance, remote troubleshooting, and direct user support for incidents and service requests.
2. Provide on-site support for staff, resolving issues requiring physical intervention or in-person troubleshooting.
3. Act as the technical escalation point, owning the investigative approach and resolution path for complex incidents.
4. Ensure incidents are resolved within Service Level Agreements (SLAs), owning technical tickets from initial diagnosis through to resolution and escalating appropriately when required.
5. Provide clear and proactive communication to users on assigned incidents, service requests, and resolutions, ensuring a high-quality user experience throughout the support lifecycle.
6. Support technical aspects of user onboarding and offboarding, including device readiness, provisioning, and validation of profiles, policies and configurations.

7. Provide full lifecycle support for end-user devices, including builds, configuration, imaging, repairs and troubleshooting across laptops, mobiles and printers.
8. Troubleshoot and resolve advanced technical issues across devices, identity, network, and security platforms.
9. Perform root cause analysis on recurring or complex issues and implement preventative fixes where feasible.

Endpoint, Identity & Platform Management

10. Manage and optimise endpoint management platforms (e.g. Intune/Endpoint Manager), including compliance, patching, configuration, and monitoring.
11. Administer identity and access services in Active Directory and Azure AD/O365, including MFA, conditional access, and permission management.
12. Maintain and improve device provisioning processes, deployment profiles, and configuration baselines.
13. Support software packaging, deployment, and lifecycle management.
14. Support the deployment, configuration, and troubleshooting of endpoint hardware as part of device lifecycle management.
15. Automate endpoint and identity management tasks using scripting where appropriate.

Network & Security Operations

16. Perform operational network configuration, including switch port changes, VLAN assignments, Wi Fi adjustments, and connectivity troubleshooting.
17. Support the maintenance and monitoring of firewalls, VPN, and network security controls.
18. Perform vulnerability remediation, endpoint protection, and operational security tasks as part of day-to-day operations, collaborating with the 3rd party security services provider where required.
19. Monitor system alerts, logs, and dashboards, escalating issues to the Head of IT Operations as required.

Infrastructure & Service Reliability

20. Support the maintenance of core infrastructure services (e.g., Windows Server, virtualisation platforms, storage, backup systems).
21. Conduct routine operational checks, performance monitoring, and service health reviews.
22. Create and maintain operational runbooks and technical documentation for infrastructure and services.
23. Implement infrastructure and configuration changes in line with approved change control processes.
24. Review and optimise monitoring alerts, thresholds, and system dashboards to improve operational response.
25. Provide technical support for meeting room and AV technologies, including first-line troubleshooting, live event support, and coordination with third-party suppliers to ensure system readiness and reliability.
26. Support service continuity activities, including backup validation, failover testing, and updating DR runbooks.

27. Deliver small infrastructure improvements and operational changes.

Projects

28. Support organisational projects within the scope of the role's operational responsibilities.
29. Support device refresh projects, AV upgrades, and technology rollouts requiring hands-on technical work.
30. Deliver training and guidance to staff on IT systems, tools, and security practices where required

4. General responsibilities

1. Establish positive professional relationships, attend relevant conferences or training to enhance personal expertise.
2. Actively contribute insights in weekly team meetings proposing and implementing enhancements to processes and systems, including the use of scripting and automation to ensure Institution efficiency and stability.
3. Adhere to Data Protection laws and proactively maintain data quality within the department.
4. Strictly adhere to all Institution policies and procedures.
5. Perform any other reasonable ad hoc duties as assigned.

5. Communications and working relationships

1. Wider IT Operations team and Enterprise Transformation colleagues
2. All staff requiring technical support
3. External suppliers, support providers, and consultants

6. Knowledge, skills and experience required

Criteria	Essential/Desirable
<u>Qualifications and knowledge</u>	
A good standard of education at Level 3, A-Levels or vocational equivalent	E
Demonstrable knowledge and experience of <ul style="list-style-type: none"> • All Microsoft 365 products, both User and Admin contexts • Windows Server 2019 & 2022. • Windows 11 • Active Directory & Entra ID • Core Networking – TCP/IP, DNS & DHCP • Switch port checks and basic configuration validation • Firewall and VPN operational configuration under approved change processes • Operational cyber security practices (vulnerability remediation, endpoint protection, monitoring) • Meeting room and AV technologies (1st-line troubleshooting, in-room support, event support) 	E

Criteria	Essential/Desirable
<ul style="list-style-type: none"> Familiar with Microsoft Teams Rooms 1st line support. Microsoft Intune / Endpoint Manager (compliance, configuration, provisioning) Device lifecycle management including rebuilds, imaging, diagnostics, and repairs 	
An understanding of <ul style="list-style-type: none"> PowerShell, Command Line & Alternative Scripting ITIL Methodology 	E
<ul style="list-style-type: none"> Knowledge and experience in internal IT as part of a professional body or charity 	D
Skills	
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 organisational 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
Flexible and resourceful and able to work in a small team, collaborative to work with other departments.	E
Experience	
Hands-on experience in providing first- and second-line technical support, including deskside assistance, adeptly resolving diverse technical issues while providing face-to-face support and assisting colleagues in issue resolution.	E
Conducted daily operational technical tasks, including backup validation, endpoint compliance checks, and identity administration.	E
Experience supporting virtualisation platforms (operational monitoring and troubleshooting).	E

Criteria	Essential/Desirable
Experience supporting LAN/WAN environments, including operational configuration.	E
Previously managed high-pressure workloads, meeting tight deadlines, and delivering quality results in evolving technical environments.	D
Supporting new system implementation, conducting user training, and creating guidelines for the team and staff.	E
Experience contributing to service improvements or operational change activities.	E
Successfully collaborated across diverse teams, aligning technical strategies with organisational 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: £41,543 per annum (Starting Salary)

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
- Pension- can join the pension scheme from any date after commencement in Tier 1 (employer 6%, employee 3% minimum contributions)
- 25 days paid annual leave (increasing with service to 28 days) plus bank holidays and flexi leave
- Flu vaccination voucher

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

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
- Opportunities for pay progression.
- Two paid days annually for volunteering

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. 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 virtual interview with the manager for this post Craig Holloway – Head of IT Operations and Conor Boyle - HR Resourcing and Support Executive.

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 job-related assessment followed by a face-to-face interview with Craig Holloway and Asha Vasu – Interim Enterprise Transformation 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 30,000 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, byelaws 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 75 staff. The Board is the governing body of the Institution. Its members are the Institution's Trustees.

Our values & mission statement

We strive towards a structural engineering profession that is built on integrity, excellence, inclusivity and collaboration. Our aim is to secure a safe and sustainable world by advancing structural engineering, raising professional standards, and sharing knowledge.

- **Integrity** – We are committed to upholding the highest standards of ethical conduct in our practices and interactions.
- **Excellence** – We are focused on excellence in everything we do, setting high standards for ourselves and our members, valuing quality, innovation, and continuous improvement.
- **Inclusivity**- We are inclusive, we embrace diversity and value the contributions of individuals from all backgrounds, perspectives, and experiences, fostering a welcoming environment for all.
- **Collaboration** – We believe in the power of collaboration and cooperation, encouraging members to share knowledge, resources, and expertise for the collective advancement of structural engineering.

For more detailed information about the Institution please visit our [website](https://www.istructe.org).

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. Members take 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

The Institution 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.

Mentoring programme

We support professional and career growth through our [mentoring programmes](#). It offers mentees an effective way to progress their career to accessing knowledge and experience of expert and impartial mentors. For mentors it develops existing leadership skills by supporting mentees growth.

Support

Our [Benevolent Fund](#) offers support to current and former 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

