



ALLPAY LIMITED

Job Description

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1. JOB IDENTIFICATION

Job Title: Cloud Infrastructure Engineer – Azure (Grade 2)

Responsible to: Infrastructure Manager

Department(s): IT Operations

2. JOB PURPOSE

You'll take responsibility for the 'day to day' management for all aspects of the infrastructure including monitoring and optimisation for Microsoft Azure cloud, private cloud, and supporting team members with managing physical and virtual servers on premise, Microsoft Windows operating systems, and Microsoft software.

You will contribute to major infrastructure projects as directed by the IT Infrastructure Manager and IT Infrastructure Team Leader. You'll be supporting the Solutions Architects to deliver improvements and change across the organisation. You will be implementing automation and control through the use of Azure Resource Manager, ARM templates, scripting and appropriate Azure Services.

You will be involved in low level design, automation and deployment of complex infrastructure PaaS and IaaS services into Microsoft Azure. You will be proactively managing and maintaining the Microsoft Azure Infrastructure elements and existing private cloud virtual servers, implementing break/fix solutions, managing the implementation of effective changes, and offering subject matter expertise in Azure and the Allpay Infrastructure.

3. DIMENSIONS

You will have a proven track record of being solution and delivery focused and can perform at a high level in a strategic Infrastructure Engineer role, in an enterprise environment.

You will ideally have experience of mentoring junior team members and supporting their growth and development.

You will have a demonstrable knowledge of working in an ITIL Framework.

You will ideally have previous experience of working in the financial services IT technology sector.



4. ROLE OF DEPARTMENT

The IT Operations team are responsible for providing and maintaining and running the IT Systems and IT infrastructure for the following areas:

- Products and services
- Data Centres
- Back office software and systems
- The Office network and associated hardware, software and peripherals
- Telephone systems
- Communications
- Email and collaboration tools
- Data Backup
- Ensuring IT systems are secure and compliant to all applicable regulatory policies and standards
- [All production, staging and Dev Server environments](#)

In addition, the IT Operations team are responsible for providing an IT Service to over 300 internal customers, circa 1000 external clients, and maintaining and monitoring the systems that allow millions of financial transactions to be made each year.

The department resolves any areas of concern in these systems both directly and indirectly by working with colleagues and a variety of internal departments and liaising with third party suppliers as required.



5. KEY RESULT AREAS

Contributes to the company 'Cloud First' strategy and embrace Microsoft Azure, provides advice and best practice recommendations for IaaS and PaaS automated deployment.

Participate in technical architecture discussions to determine the most-appropriate scalable model, taking into consideration high availability, failover and disaster recovery

Continuously improve your knowledge of Microsoft Azure, Microsoft server operating systems and enterprise networking.

Work on assigned calls and take the majority of them through to resolution (primarily Incident, Service Requests, Project Tasks, Problem, Change and Release tickets)

Mentoring and assisting service desk engineers and other colleagues, customers, suppliers and 3rd party vendors where necessary to resolve Incidents

Advising senior stakeholders both internally and externally, utilising SCOM system, to proactively prevent incidents and to resolve those that cannot be prevented

Using SCCM and appropriate tools to ensure proactive patching and management of all server environments are carried out, maintaining a consistent staging and production environment.

Use monitoring tools to ensure allpay continuously monitors key points of failure in both internal and external data centres, and manage the day to day functionality of the internal and external data centres.

Supports the Infrastructure Manager and Infrastructure Team leader to ensure that best practice is utilised across IT Ops, proactively updating colleagues on key developments.

Manage large scale hardware configuration and software installations projects / releases

Support the development and writing of technical tender proposals

To provide consistent, high quality documentation for all systems and processes

Ensure capacity monitoring, analysis and tuning activities are undertaken by all relevant parties including various internal touch points and external third party vendors/suppliers

Analyse governance of storage, network, compute capacity and provide the information to relevant teams and management in order to effectively minimise costs and service interruption

Works with technology teams and external third party vendors/suppliers to resolve critical incidents, often with minimal notice and involving business critical systems

Contribute to the capacity plans identifying capacity requirements

Provides regular management reports, which include current usage of resources, trends and forecasts

Investigate all proposed new products to determine the computer and network resources required, to determine hardware utilization, performance service levels and cost implications

Ensures requirements for reliability and availability are taken into account in all capacity planning and sizing activities

Develop "what if" scenarios to analyse performance, capacity, consolidation opportunities and possible platform synergies

Identify application performance bottlenecks and recommend remediation strategies

Assist the development of guidelines and procedures provided by the IT Department



6. ADDITIONAL KEY DUTIES

The postholder will be required to undertake such tasks as may be reasonably expected within the scope and grading of the post



7. KNOWLEDGE, TRAINING, EXPERIENCE & SKILLS REQUIRED TO DO THE JOB

Essential

- Knowledge of Microsoft Azure IaaS
- Knowledge of Microsoft Azure PaaS
- Knowledge of Automation and Powershell.
- Knowledge and experience of Microsoft System Centre Suite.
- Knowledge of Microsoft Windows Operating Systems 2008 R2, 2012 R2, 2016, 2019.
- Demonstrable experience of mentoring and developing junior members of the team
- Experience working with a significant number of systems and applications, both internally and externally facing, and acting as the final point of escalation and resolution for major failings in these systems
- SAN Environments
- Switches, router and VLANs
- Network devices and Security appliances
- VM Ware and Hyper V
- DNS and DHCP
- Server and Application Virtualisation
- Experience building, supporting and administering virtualization technologies (ideally VM Ware and Hyper V).

Desirable

- Microsoft Azure Certified AZ100, AZ101 or equivalent.
- The technical ability to Manage the day to day operations of : -
- Active directory, account management, network permissions and group policy
- Microsoft office software (Inc. 365)
- VOIP (preferably Skype)
- Windows desktop operating systems
- Internet content filters, firewalls and proxy servers
- Backup solutions
- Uninterruptable power supplies and power management
- Excellent customer service and communication skills, written and verbal
- Experience supporting and administering Windows operating systems (windows servers, Exchange, Active Directory, etc.)
- Excellent Excel , Microsoft , Outlook, Word, Access and Office skills
- Microsoft Product Certified
- **Experience working with Payment Gateways & Solutions**
- Extensive knowledge of Enterprise grade Infrastructure environments.
- A full driving license
- Disciplined, self-organised and motivated to learn and improve.



8. JOB DESCRIPTION AGREEMENT

We confirm that this conveys a full and accurate description of the job as at.

Job Holder's Name and Signature:

Date:

Manager of Department Name and Signature:

Date:

Director of Department Name and Signature:

Date: