

# Technology Service Engineer – Specialist Infrastructure (Band 8a)



Recruitment Profile - This is a summary of the Job Description and Person Specification

**Blood and Transplant**

## About the Role

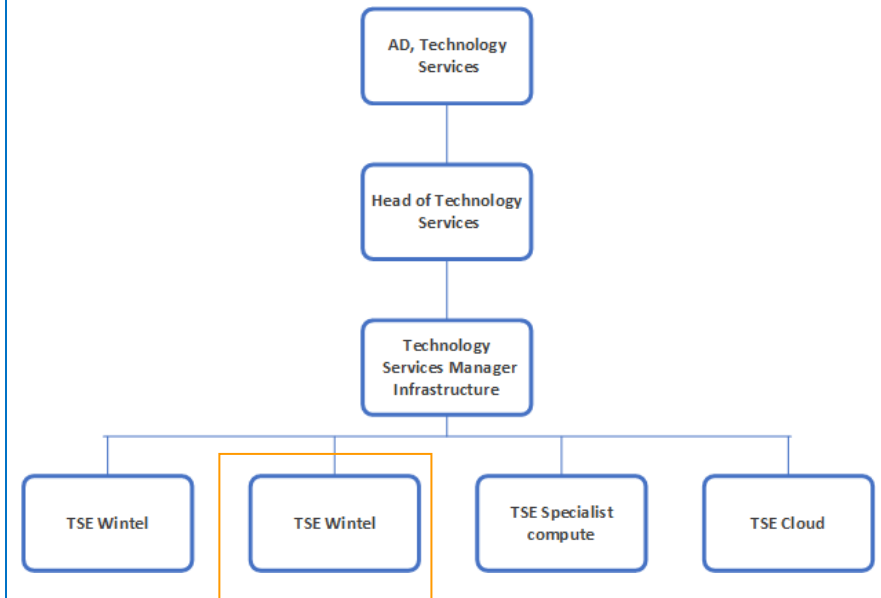
In this role as Technology Services Engineer – Infrastructure (Wintel), you will be required to actively manage infrastructure technology. The infrastructure technology set includes Windows Server, Hypervisors, Cloud IaaS and PaaS based services.

Your duties will include :

- The design, build, configuration, administration and support of on-premises infrastructure technologies such as virtualised compute, storage, networking, and operating systems based on Windows and Intel platforms.
- Support (experience permitting) the delivery and maintenance of cloud-based IaaS, PaaS based components and services.
- The application of design principles and controls to optimise service availability, recoverability, and cost.
- The maintenance and risk management of existing infrastructure technologies and services through product roadmap development and associated change activities.
- Working with security and information governance functions to develop and maintain the required security and compliance posture.
- Contributing towards the management of infrastructure related pipeline requests, associated estimate generation and planning.

You will be required to travel and spend time away from base, which will involve working irregular hours and overnight stays when required, with prior notice. You may also be required to participate in an on-call out of hours rota, which will include evenings, weekend or public holiday working.

## Organisation Structure



## About Us

Our **Core Purpose** is to save and improve lives while demonstrating our values every step of the way

Our **ambition** is to be the best organisation of our type in the world by living our **values** every day

Our **Core Values** are: **Caring** about our donors, their families, our staff and the patients we serve; Being **Expert** in meeting the needs of our external and internal customers and partners; Providing **Quality** products, services and experiences for donors, staff and patients

**About You** - This section details the personal attributes we require for this role. You will need to demonstrate these throughout the recruitment process.

### Behaviours and Values

- **Communicating** – Friendly and approachable, able to relate to staff, donors and patients from all backgrounds, promoting NHSBT positively
- **Collaborating** – Know the importance of your own behaviour and body language when communicating and working with others
- **Leading** – Professional in matters of confidentiality, security, integrity, honesty, performance, attendance and appearance
- **Customer focused** – Demonstrate and promote high standards of quality customer care to both internal and external customers
- **Performing** – Able to use and act on feedback from others on your performance and behaviour to increase your own self awareness
- **Innovating** – Consider, suggest and be open to alternative ways of working to make continuous improvements

### Skills and Abilities

- Be highly articulate and credible, consistently influencing and delivering inspiring, engaging, and meaningful information regarding future direction
- Build collaborative relationships and solve issues by engaging the right people at the right time
- Lead the team, accepting responsibility for achievement of business objectives and creating a shared sense of ownership for service delivery
- Engage widely with customers to seek input into setting strategic objectives and identifying new ideas and improved ways of working
- Use a logical approach to understanding highly complex situations, and information, identify issues, gather, collate and sift information, including political resource constraints and make effective decisions
- Recognise when change is required and demonstrate personal ownership for pursuing, communicating and implementing the change, whilst minimising the motivational impact on others

### Experience and Knowledge

- Experience of managing full-service management lifecycles is essential.
- Knowledge of IT best practices as stipulated by the IT Infrastructure Library (ITIL)
- Experience of Service Design and transition aspects of the IT Service Management lifecycles
- Experience of presenting complex and contentious information to large technical and / or non-technical audiences
- Thorough understanding of modern IS/IT technologies, issues, and techniques relevant to the role and technologies ownership.
- Knowledge of General IT legislation eg. Data Protection and Computer Misuse Act

### Qualifications and Training

- Highly developed in-depth experience, specialist knowledge and expertise and qualifications equivalent to a master's degree.
- Post Graduate diploma level qualification in a relevant area of ICT.
- Possession of an ITIL Foundation qualification
- Possess a valid driving licence, allowing you to drive in the UK
- Demonstrates commitment to own continued professional development (CPD)