



JOB DESCRIPTION

Job Title: IS Infrastructure Engineer – Band 6 – Ref no. FOIS/08/BA04

ROLE SUMMARY AND KEY RESPONSIBILITIES

To organise and be responsible for the management and application delivery from the Gallery's virtual server and desktop infrastructure, including:

- Configuration, installation and testing of server-based applications
- Management and deployment of Group Policies
- Database configuration and performance monitoring
- Update of patches for servers and virtual hosts

To be responsible for the monitoring and first-line response to server related incidents, including:

- Monitoring firewall and remote access configurations and logs
- Managing the deployment of 2-FA hardware and software keys
- Availability of Windows services
- Monitoring of virtual infrastructure performance and storage availability
- Testing of disaster recovery and data recovery mechanisms

MAIN TASKS AND ACTIVITIES

Virtual server infrastructure

- Build and maintain the virtual desktop servers and configuration, updating application provision, patching and deployment of thin client devices.
- Maintain, patch and deploy virtual hosts and firmware on associated devices to support the Gallery's application and virtual desktop infrastructure. Test and confirm compatibility of updates and patches for hosts and Windows-based virtual and physical computers.
- Maintain and oversee the server backups, working with the Helpdesk team to ensure that daily and other routine backups are successful. Run regular restoration tests for priority systems.
- Keep and update shared documentation for the virtual server and desktop infrastructure configuration and for the processes used for their management and maintenance.

- Configure and actively manage alerts and other indicators, providing suitable intervention – using third-parties as necessary – to maintain a high degree of availability for the Gallery’s core systems and services.

Gallery systems configuration and support

- Manage the Gallery’s software application catalogue, co-ordinating with user departments to ensure that the applications remain available and fit for purpose. Undertake, test and deploy new and upgraded applications as required.
- Manage Active Directory Group Policies, configuring and deploying policies to server, user and desktop computer accounts.
- Assist with the configuration and management of firewalls and remote access devices. Manage the deployment of security keys and tokens.
- Ensure that computer users are kept informed of the status of systems, proposed changes and the impact of planned downtime.
- Support other departmental tasks and projects, providing third-line assistance to the helpdesk team and participating in technical projects as required.

Diversity and Equal Opportunities

- Value and respect colleagues and members of the public regardless of their background, and promote a positive environment which supports equality and diversity.
- Cooperate and contribute to measures introduced by the Gallery to ensure equality of opportunity and encourage diversity.
- The Gallery attaches great importance to the managers role in ensuring staff feel that they are valued and that the Gallery is a fair and rewarding place to work. In particular managers have a key responsibility for ensuring fairness in their application of Gallery policies and procedures including recruitment, performance management and staff development.

ORGANISATIONAL ROLE

The postholder reports to the IS Infrastructure Manager.



PERSON SPECIFICATION

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QUALIFICATIONS

Essential:

A degree in Computer Science or a related subject and some experience of maintaining IT virtual and data network infrastructure in a complex corporate environment, **OR** significant experience of maintaining IT virtual and data network infrastructure in a complex corporate environment.

EXPERIENCE

Essential:

- A high level of computer literacy and proficiency in the administration, protection and deployment Windows operating systems, including Windows 7 and Windows Server 2008 and 2012.
- Experience in the configuration and management and configuration of enterprise-level implementations of Active Directory, Microsoft Exchange 2010 and large-scale storage systems.
- Experience of managing, deploying and upgrading corporate applications and services
- Knowledge and experience of troubleshooting computer problems
- Experience of working in a customer-facing environment
- Experience of working with computer users of all levels and abilities

Desirable:

- Experience of configuring and managing VMware virtual environments
- Experience of configuring and managing Citrix virtual desktops and remote access mechanisms
- Experience of desktop deployment (WDS) and Windows patch management (WSUS)
- Experience of working with Microsoft SQL Server database systems
- Experience of Symantec Backup Exec backup software
- Experience of supporting and administering Linux-based systems
- Experience of managing external suppliers
- Experience of managing anti-virus software (Sophos)

KNOWLEDGE

Essential:

- Competence in core computer systems skills, including Server, Desktop and Apple Macintosh computers, and popular desktop productivity and messaging applications.
- Good understanding of the operation and management of Windows-based operating systems.
- Good understanding of internet and web-based technologies
- Expertise in managing backup schedules in a multi-server and database environment

Desirable:

- A willingness to stay abreast of technological developments
A willingness to learn about the Gallery and its collection

SKILLS AND ABILITIES

Planning and Delivery

Essential:

- Well organised, capable of prioritising own work and managing the workload of others in a demanding environment.
- Willingness to take a flexible approach when responding to Gallery needs.
- Proactive and hands on approach to user support.

Desirable:

- Ability to manage external suppliers

Problem Solving and Decision Making

Essential:

- Logical, methodical and diplomatic approach to problem solving.
- Highly motivated and tenacious

Communications and Influencing

Essential:

- Logical, methodical and diplomatic approach to problem solving.
- Highly motivated and tenacious

Desirable:

- Good people skills are essential, focused on the provision of a quality customer service
- Ability and willingness to maintain and create systems documentation

- Ability to communicate effectively and concisely with others orally and in writing as the postholder will have regular contact with staff at all levels in the Gallery.

Teamwork and Leadership

Essential:

- Ability to work on own initiative and as part of a team.
- A dynamic approach to sustaining a quality technical environment and service.
- Demonstrable ability to act in ways that supports equality and values diversity, including treating all those you come into contact with courtesy and respect irrespective of background.

Teamwork and Personal Impact

Essential:

Demonstrable ability to act in ways that supports equality and values diversity, including treating all those you come into contact with courtesy and respect irrespective of background.

Other Considerations

On occasion may be required to work over and above normal working hours. This will be agreed in advance with the post holder.



SUMMARY OF TERMS AND CONDITIONS OF EMPLOYMENT

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Salary

This post is on the Gallery's Band 6. Salary is £26,126 - £32,734 pa.

Pay Review

Gallery pay bands have a minimum and maximum only and there is no guaranteed progression through pay bands. Pay increases including progression through pay bands are dependent upon government public sector pay policy and affordability, and the Gallery's pay settlement arrangements. The Gallery is currently undertaking a pay review of all jobs, so please be aware that the current advertised salary range may be subject to change in the future.

Hours

The basic hours are 35 a week, excluding all breaks including lunch.

Leave

The annual leave allowance is 26½ days with pay, rising to 31½ days with pay after 5 years' service. In addition there are 9 days public and privilege holidays.

Probation

The probationary period is 3 months.

Pension

The Gallery (through the Civil Service pension arrangements) offers a choice of pension provision, giving you the flexibility to choose the pension that suits you best. Broadly the contribution rate for most new starters is in a range between 4.6% to 7.35% (dependent on your salary) and the scheme provides a pension in line with the consumer prices index and benefits in the event of ill health retirement and death.

Smoking

Smoking is strictly prohibited in all parts of the National Gallery. However, in order to meet the needs of smokers, the Gallery had decided to exercise discretion to provide two designated smoking areas outside the main Gallery buildings.

Security Screening and Safeguarding

The appointment is subject to the Security Screening, which includes the verification of identity, employment history for the past 3 years, immigration status and criminal records. If appointed you will be subject to periodic re-screening of basic criminal records every 3 years.

If your role requires you to undertake 'regulated activity' with children or adults who may be vulnerable or because the role is a profession eligible to ask for a DBS check (such as Chartered accountant, certified accountant, etc.) you will also be expected to undergo a Disclosure and Barring Service enhanced criminal record check and if appointed you will be subject to periodic re-screening of enhanced criminal records every 3 years. The advert will indicate whether you will be required to undertake 'regulated activity' with children or adults who may be vulnerable. Further information can be found in the Gallery's Safeguarding Policy.

The information above is a summary only of the contractual terms and conditions that will apply to the person appointed. The summary does not represent a contractual commitment and, if there is any variation between it and the contract offered on appointment, the contract will apply.

NON-CONTRACTUAL TERMS, CONDITIONS AND OTHER FACILITIES

- Our staff café offers a range of subsidised hot and cold meals and snacks.
- Staff discount of 25% on all products bought from the Gallery's shops, and on food and drinks in our public self-service Café, Espresso Bar and Restaurant. Additionally, a higher discount of 50% is available on hot drinks in the self-service Café and the Espresso Bar.
- Free admission to our charging exhibitions and 4 complimentary guest tickets to our charging exhibitions.
- Use of our library, which is not open to the general public.
- Free entry or a concession at a number of museums and galleries.
- Free occasional staff lectures (normally held between 9.00 – 10.00 am), which cover aspects of the Collection, temporary exhibitions and other topical subjects.
- Season ticket loans - with the exception of staff on casual contracts, all staff with at least two months' service, are eligible to apply for an interest-free loan to buy a season ticket for their journey between home and work.
- An employee assistance programme (EAP) providing confidential advice and support is available for all staff, and their immediate families. This service is free of charge.

- Staff with at least 3 months' service are able to access The Palette – the Gallery's programme of voluntary flexible benefits – via a web-based portal. The programme includes provision for holiday trading, childcare vouchers, cycle to work scheme and exclusive retailer discounts.

TRAINING AND DEVELOPMENT

The National Gallery is keen to offer every opportunity for our employees to succeed and grow as professionals and to help this organisation achieve the highest levels of excellence in maintaining our status as a major international visitor attraction here in London.

As a result we encourage employees to engage with their own personal development and to work with us to create a team of skilled and highly competent professionals. Over the next few years we will be investing in our Personal Development Programme that will help you to plan for your future career with the Gallery. This programme will not only focus on formal training courses but will also *signpost* you to alternative resources of information and learning.

Formal training courses will always play an intrinsic role in developing our professional skills, but we should also consider why and how we implement those skills as part of a wider team or organisation.

Our approach to training and development:-

Induction-

(a look at the Gallery's structure, function and culture with a "behind the scenes" tour of particular departments).

Formal Training -

(internal and external courses that build your skills and understanding of your responsibilities in a particular role).

Coaching -

(encourage self-reflection of your own performance and to look at what might help your ongoing development).

External Qualifications -

(financial support can be obtained to gain essential accredited qualifications and further development your career).

Conferences -

(attendance at work-related seminars and conferences is encouraged dependent on our business requirements).

Self-Directed Learning -

(technology gives us access to a huge range of information and enables us to continually learn from each other).

Feedback is always welcomed from employees who attend any training events. This helps us to measure the value of such events and how they contribute to the business overall. It also enables us to provide you with opportunities for developing yourselves as skilled professionals.

Your learning and development is your responsibility. Your Line Manager will help you to develop yourself further, but it is your own commitment that will enable it to happen. The Learning and Development Advisor will also give you guidance and support to realise your personal and professional goals.