**JOB DESCRIPTION**

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| **Role:**  Infrastructure Engineer | | **Business Function:**  Technology | |
| **Reports to:**  Head of IT Infrastructure & Security | | **Department:**  Technology | |
| **Purpose:** *Brief summary outlining purpose, scope and complexity of the role.*  The individual will work as part of CFG’s global IT Infrastructure Team, providing hands-on technical design, delivery, and maintenance, across all areas of the business’ technology systems.  The individual will work closely with other members of the global IT Infrastructure Team, providing 3rd-line support to CFG’s clubs and operations globally. | | | |
| **Accountabilities with Key Outcomes:** *Describe essential accountabilities the job performs and key outcomes. Accountabilities should be listed (max of 8) in order of importance.* | | | |
| **1** | **Business Support**  As part of a global team, ensure the stability and integrity of CFG’s IT Infrastructure in order to support the company’s requirements.  This will include time-critical, on-site event day support to ensure successful hosting of events within the Stadium. | | |
| **2** | **Advice and Information**  Partner with the local clubs, to provide a 3rd-line escalation route from their local SD teams to the global Infrastructure Team. | | |
| **3** | **Collaboration**  Create and maintain technical documentation, and support/educate colleagues outside of the IT team when the requirement arises. Manage the Infrastructure Team’s ZenDesk queue, reacting to and assigning incoming tickets appropriately | | |
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| **Knowledge, Skills and Experience:** *Please give details of the knowledge, education, formal qualifications, specialised training or experience required for the job. Indicate whether requirement is* ***essential or desirable****.* | | | |
| Essential   * Experience maintaining Cisco switching environments * Demonstratable knowledge of Cisco and Palo Alto Firewalls * Understanding of the issues involved in administering and maintaining a corporate WAN * Recognised Network Qualifications (CCNA, etc) * Proven experience and success maintaining Windows Server Environments * Experience managing endpoint OS deployment solutions, such as WDS, or JAMF. * Administrative experience of endpoint management solutions, such as Kaseya, Sophos, InTune * Experience of O365 Administration * Knowledge of Mimecast, or other comparable email protection technologies * Excellent hardware and software troubleshooting experience * Strong customer service orientation, with the ability to communicate at the technical level appropriate to the audience | | | Desirable   * Knowledge of MacOS deployment, support and maintenance * Recognised Cyber Security Qualifications * Experience of/Interest in Media Production Technologies, in particular TV production |
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| **Job Impact/Influence Measures:** *Show data in approximate or in a range which job has impact on. Please state if the impact is* ***direct*** *or* ***indirect****. Think about financial elements e.g. budget, scale of role e.g. people management, network reach, sales impact etc.*  Direct impact on event success – ensuring specialist technical systems are maintained, online, and capable of supporting a live stadium event  Indirect impact on sporting success – by delivering the best technical solutions available to allow improved team performance. |
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| **Decision-making Authority:** *Indicate what decisions the job is expected to make and what it is expected to recommend.*  The role is not expected to have decision-making authority |
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Organisation Chart

