



# Infrastructure Security & Monitoring Engineer

Department:	IT
Reports to:	Infrastructure Security & Monitoring Team Lead
Job Family:	
Career Family / Job Capsule:	
Key dimensions:	(£Budget, Team headcount FTE, any other relevant P&L metrics as they become available)
Direct Reports	None
<b>Purpose of the role:</b> <ul style="list-style-type: none"><li>• Ensure OneFamily's estate is patched and vulnerabilities are remediated within SLA's.</li><li>• Support the deployment of new applications and operating systems.</li><li>• Support and maintain all production, test and development infrastructure, systems and software.</li><li>• Protect infrastructure, systems and data assets, adhering to Corporate Governance rules, security policies and Industry best practice.</li><li>• Ensure infrastructure, systems and application are monitored for availability, uptime, health and performance.</li><li>• Research, design and deliver infrastructure solutions and systems.</li><li>• To ensure processes and designs are formally documented to agreed standards.</li></ul>	

**Key accountabilities:**

The role is accountable to the Infrastructure Security & Monitoring Team Lead

- Ensures issues are escalated in a timely manner to Line Managers, Project Managers, Service Delivery Managers, or the Service Desk.
- Responsible for making changes to infrastructure systems and applications, having accountability for the security and monitoring of systems whether hosted on premise, with partners or public cloud infrastructure.
- Ensure the delivery of quality solutions, tasks and milestones in line with agreed timelines and budget.
- Manage own workload of Incidents, Requests, Small Changes, Project Tasks, Procedural tasks and other objectives to SLAs and agreed timelines and schedules.

**Responsibilities:**

- Ensure vulnerabilities are managed within SLA
- To respond to incidents, delivering fixes in line with SLAs and change control procedures, and escalating where there is significant impact.
- To deliver requests to SLAs or agreed timelines, delivering changes in line with change control procedures.
- Ensure processes and system are properly documented and meet requirements for security, resilience and other operational requirements and quality measures.
- To be responsible for monitoring, maintenance and patching/upgrades of infrastructure and systems to ensure they are secure and available to agreed SLAs.

**Skills / Experience / Knowledge:****Required Skills / Experience:**



- Microsoft Active Directory Administration including DNS, DHCP, PKI and Group Policy.
- Microsoft Windows Server 2008 – 2022 Administration in multi domain hybrid cloud Active directory environment.
- Microsoft Windows 10-11 Administration.
- Microsoft Configuration Manager and Endpoint Manager including OSD/Autopilot and application/update delivery.
- MS Azure Fundamentals
- M365
- MS Defender/MS Defender for Cloud.
- Tenable IO.
- VMware vSphere/VMware Cloud Director.
- Knowledge of monitoring and alerting technologies – Splunk, Netcrunch, Solarwinds preferred.
- Scripting (PowerShell)
- ITIL Service Management Methodologies
- Networking Fundamentals, Palo Alto and Cisco preferred.

**Desirable Skills / Experience:**

- Knowledge of Microsoft Exchange, SQL Server, IIS & SharePoint.
- Ivanti Endpoint Manager/ITSM.



- McAfee EPO.
- Trend AV.
- Application Load Balancing and Clustering.
- MS Defender EASM
- MS Sentinel.
- Azure ARC.
- MS Graph.
- MS Power BI/Power Platform.
- MS DevOps.
- Commvault.
- Storage Area Network (SAN) concepts and familiarity.

**Other Skills/Attributes:**

- Proven knowledge of IT Best Practices and processes in support of a production environment in a Regulated Financial Services environment.
- Communications Skills – to be able to communicate effectively to colleagues with varying technical knowledge. Having the ability to explain complex technical situations in a manner appropriate to the audience. Ability to liaise with 3rd party suppliers and technical experts to troubleshoot problems on Systems.



- Be able to collaborate and build effective relationships with IT Service, Operational, Development and project teams, Business teams and stakeholders, Vendors and partners.
- To be able to estimate and plan own workloads, and to deliver to agreed timescales.
- Advanced troubleshooting skills, identifying the details to lead to root cause analysis leading to issues being resolved rather than mitigated.
- Ability to work under pressure to meet business critical deadlines and SLAs.
- Self-starter able to work on their own.
- Ability to propose new solutions and to consider financial impact of proposed changes.
- Documentation and report writing

Values	<p>Define who we are as OneFamily. They come from the beliefs we hold, the way we behave and how we want to work together for our customers. For OneFamily this means:</p> <ul style="list-style-type: none"><li>• Better together</li><li>• Being your best</li><li>• Being innovative</li><li>• Champion the customer's needs</li><li>• Doing what's right</li></ul> <p>Our values are unique to our brand. They give us purpose and focus. They are vital in helping us all 'do the right thing'. If we are confident that we are true to our values, then we can be sure that we are doing the best for our customers.</p>
Adaptability	<p>This job description is intended to provide a broad outline of the main responsibilities only. The post holder is required to be flexible in developing their role in agreement with their Line Manager. In addition, they may be required to carry out any other duties deemed appropriate within the role and expertise.</p>



Performance Management	All employees have a responsibility to participate in regular one to ones with their manager and to identify performance standards of the post. As part of the performance management process every employee is responsible for participating in identifying their own training and development needs to meet the requirements of their role.
Health and Safety	Employees must be aware of the responsibilities placed on them under Health and Safety at Work Act 1974 and take reasonable care for the health and safety of themselves and of other people who may be affected by their acts or omissions at work.
Equality and Diversity	The Society is committed to building an environment where the diversity of its employees is valued, respected and seen as an asset to enabling delivery of the best possible service to our customers and colleagues. It is unlawful to discriminate directly or indirectly in recruitment or employment because of any of the nine 'protected characteristics' contained in the Equality Act 2010. These are age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation. Failure to comply with organisational policies on equality and diversity may result in disciplinary action.
Confidentiality	The unauthorised use or disclosure of customer or other personal information is regarded as gross misconduct and will be subject to disciplinary procedures, and could result in a prosecution for an offence or action for civil damages under the General Data Protection Regulations. (GDPR).

Regulatory	
	<ul style="list-style-type: none"> <li>• To comply, at all times, with all regulatory, statutory and legislative requirements so far as they relate to the role</li> <li>• To abide by the Rules of the Society at all times</li> <li>• To understand and comply with all Group Governance Policies, as appropriate to the role</li> <li>• To deliver all apportioned accountabilities and responsibilities</li> </ul>

Individual Conduct Rules	
Rule 1	You must act with integrity
Rule 2	You must act with due skill, care and diligence.
Rule 3	You must be open and cooperative with the FCA, the PRA and other regulators.



Rule 4	You must pay due regard to the interests of customers and treat them fairly.
Rule 5	You must observe proper standards of market conduct.

Declaration	
I confirm I have read and understood the content of this Job Description and I accept the content as an accurate description of the role I am required to perform.	
Job holders full name:	
Job holders signature:	
Date:	

### Version Control:

Amendment Summary	Date	Reviewer
Initial Draft	1 December 2023	