

JOB DESCRIPTION/PERSON SPECIFICATION & COMPETENCY FRAMEWORK

Job Title	Infrastructure Administrator
Reports To	Infrastructure Manager
Department	Information Services
Location	Stoneleigh
Grade	4

Reporting to job holder: None

Main purpose and scope of job:

- Development delivery and support of IT infrastructure including servers, network systems, cloud-based solutions, telecoms and conferencing systems and reprographic systems to the to support the organisation's business needs.
- Supporting the NFU's staff in use of IT and telephony.

Functional and Managerial Responsibilities:

- Ensuring systems are operational, functional and securely meeting the needs of the Organisation.
- Monitoring and utilising of the corporate Service Desk to handle incidents and problems efficiently and effectively and provide support for users.
- Day to day management of a robust backup and recovery plan.
- Implementation of IS security strategy to industry best practise levels including monitoring and maintenance of IT security systems, ensuring compliance with IT security policies and legal requirements.
- Liaising with suppliers and contract staff to ensure technical work is delivered to deadline and meets quality requirements.
- Project and change Management.

Levels of authority:

- Liaise with all departments to deliver solutions and promote IT operations and support.
- Provide advice and guidance to users on the optimal use of the NFU's information systems.
- Deputise for Infrastructure Manager as required.

Operations Duties:**▪ Networks**

- Second and Third Level Support
- Maintenance and support of network OS's
- Monitoring and re-routing of Network Traffic
- Network Security – firewall management, access rights, password protection
- Network address and Name management- IP Addresses, domain names, DNS, DHCP, User account management
- Managing Configuration Data

▪ Servers

- Windows Server, VM-ware and SAN maintenance
- System Security
- Capacity and Performance monitoring
- Building and Installing, Decommissioning Servers
- Ongoing Maintenance
- Exchange support and management
- Load balancer administration
- Backups and Restores

▪ Cloud system management

- Administration, configuration and management of corporate Microsoft 365 solutions
- Microsoft licencing management and compliance
- Firewall and corporate security solutions
- Cloud backup services (currently Asigra)
- Sophos Central
- Sonicwall / Sophos license management
- Email filtering and protection (currently Mimecast)
- Website traffic (currently Cloudflare)

▪ Application management

- Active Directory
- MDM (currently Blackberry)
- Backup solutions (currently Asigra)
- Firewall/Routers
- Cisco Switches
- PRTG Monitoring
- Network routing
- Mitel phone system
- WSUS Patch management

▪ Desktops

- Second and Third Level Support of desktop related incidents including desk-side visits
- Support for connectivity issues for home workers and mobile staff
- Configuration control and audit of all desktop equipment

▪ Telecoms and Conferencing

- Telephone system Management
- Video conferencing system management

▪ User Support

- **Managing requests**
- **Incident management**

- **Configuration and documentation**

Teamworking:

- Actively support the infrastructure manager and team members to support the corporate infrastructure, provide cover to an appropriate level at all times.
- Work with all other members of the Information Services Department to share knowledge and ensure the NFU's IT systems are integrated wherever possible and secure. Provide advice and guidance where required.
- Share your knowledge and experience with other members of the Information Services Department in order to share tasks and provide cover.
- Develop a close working relationship with stakeholders in all NFU departments that use information systems.

General:

- This job description will develop to meet the needs of the NFU and any additional duties will be commensurate with the post holder's grade.

Job Title	Infrastructure Administrator
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COMPETENCIES

		Level
Core Competencies	<ul style="list-style-type: none"> • Understanding the NFU • Working Together • Personal Accountability • Communication 	2 – Supporting 3 - Managing 3 – Supporting 3 – Supporting
Functional Competencies	<ul style="list-style-type: none"> ▪ Technical Expertise ▪ Analysing & Problem Solving ▪ Decision Making ▪ Planning and Organising ▪ Flexibility 	3 - Managing 3 - Managing 3 - Managing 3 - Managing 2 – Supporting

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
Knowledge and Expertise	<ul style="list-style-type: none"> ▪ Relevant IT qualifications at graduate level or relevant experience. ▪ Excellent knowledge of IT, including servers, desktop PC's, network systems, Microsoft 365 Administration, telecoms and conferencing systems. ▪ Excellent knowledge of server software systems, specifically MS Windows Server, MS Exchange, MS SQL Server and VMware. ▪ Experience of managing and maintaining security solutions including firewalls, AV solutions, encryption, MDM solutions ▪ Experience of managing and delivering cloud based solutions. ▪ In depth experience of IT Operations and Support in a commercial environment. ▪ Experience of delivering IT and telecoms across a wide area network of remote offices and users. ▪ Experience of working with third parties. 	<ul style="list-style-type: none"> ▪ Knowledge of Risk and Information Security Management. ▪ Recognised project management qualification. ▪ Experience of business processes, particularly financial processes ▪ Vendor training course certificates (e.g. Microsoft MCSE). ▪ Understanding the NFU and the departments and job roles contribution to the values.
Communication and Relationship Skills	<ul style="list-style-type: none"> ▪ Able to communicate effectively in writing and verbally at all levels. ▪ Ability to write and communicate 	

	<p>briefs that are understood and acted upon by third parties / service suppliers.</p> <ul style="list-style-type: none"> ▪ Good presentation skills; presenting ideas, work and results to users at all levels. ▪ Experience in establishing, developing and managing relationships with internal staff and external suppliers. ▪ Demonstrates the ability to relate to individuals at all levels. 	
Practical and Physical Skills	<ul style="list-style-type: none"> ▪ Ability to setup, configure and manage complex IT systems. ▪ Extensive experience in delivering enterprise IT solutions to a large and diverse user base. ▪ Advanced IT skills including proficiency in all MS Windows, Windows Server and Microsoft Office applications. ▪ Ability to move and install IT equipment safely and effectively. 	
Decision Making and Problem Solving	<ul style="list-style-type: none"> ▪ The ability to demonstrate organisational and prioritisation skills. ▪ Calm and well organised under pressure and able to work to deadlines. ▪ Able to work accurately, demonstrating attention to detail. ▪ Ability to organise own workload. ▪ Able to respond swiftly and efficiently under their own initiative to resolve complex and mission critical business issues. 	
Financial Responsibility		Experience of negotiating with suppliers.
Responsibility for Information	<ul style="list-style-type: none"> ▪ Responsible for the delivery and maintenance of systems and structures that enable all departments to store and retrieve corporate information in a timely and secure manner. ▪ Responsible for the monitoring, maintenance and development of the corporate security requirements. ▪ Control and delivery of information relating to corporate software and hardware licencing, IT assets. 	Experience of implementing solutions in a PCI DSS data environment

	<ul style="list-style-type: none"> ▪ Work within information security guidelines and understand the need for confidentiality. ▪ Awareness of Data Protection and Information Security Legislation, responsibility for highlighting where these requirements are not met within the setup of the corporate infrastructure. 	
Responsibility for Supervision / Management		
Physical and Mental Effort	<ul style="list-style-type: none"> ▪ Able to concentrate for long periods and pay attention to detail on complex operations and support work. ▪ Ability to work outside of standard office hours and for extended periods to resolve business critical issues and to deliver planned solutions and upgrades as be required. ▪ Available to travel occasionally including to NFU offices in the UK and Brussels and within the UK. ▪ Some overnight stays will inevitably be required. 	
Personal Circumstances /Additional Requirements	<ul style="list-style-type: none"> ▪ Full current driving licence (consideration will be given under the Equality Act 2010 where applicable). ▪ 	

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