Senior Infrastructure Engineer
Candidate Information

October 2023

The Institute of Cancer Research

About our organisation

We are one of the world's most influential cancer research institutes with an outstanding record of achievement dating back more than 100 years. We are world leaders in identifying cancer genes, discovering cancer drugs and developing precision radiotherapy. Together with our hospital partner The Royal Marsden, we are rated in the top four centres for cancer research and treatment worldwide. As well as being a world-class institute, we are a college of the University of London.

We came second in the league table of university research quality compiled from the Research Excellence Framework (REF 2021). We have charitable status and rely on support from partner organisations, charities, donors and the general public.

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We have more than 1000 staff and postgraduate students across three sites – in Chelsea and Sutton.

Digital Services

One of the Digital Services teams, Infrastructure is critical to the institute. Responsible for the supporting the ICRs on premise and cloud infrastructure.

Our mission is to make the discoveries that defeat cancer.

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Our values

The ICR has a highly skilled and committed workforce, with a wide variety of roles, each requiring different skills. But whether you work as a researcher, or work as part of our corporate team, your work and behaviour is underpinned by these six values. They are what bring us together as one team - as 'One ICR'.

Pursuing excellence

We aspire to excellence in everything we do,and aim to be leaders in our field.

Acting with Integrity

We promote an open and honest environment that gives credit and acknowledges mistakes, so that our actions stand up to scrutiny.

Valuing all our people

We value the contribution of all our people, help them reach their full potential, and treat everyone with kindness and respect.

Working together

We collaborate with colleagues and partners to bring together different skills, resources and perspectives.

Leading innovation

We do things differently in ways that no one else has done before, and share the expertise and learning we gain.

Making a difference

We all play our part, doing a little bit more, a little bit better, to help improve the lives of people with cancer.

"

Our values set out how each of us at the ICR, works together to meet our mission – to make the discoveries that defeat cancer. They summarise our desired behaviours, attitudes and culture – how we value one another and how we take pride in the work we do, to deliver impact for people with cancer and their loved ones."

Professor Kristian Helin
Chief Executive

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Job description

Department / division:	Infrastructure | Digital Services
Pay grade / staff group:	PS2
Hours / duration:	Full time (35 hours per week), Monday to Friday.
Reports to:	Infrastructure Manager
Accountable to:	Infrastructure Engineer
Main purpose of the job:	Working alongside existing 3rd line engineers in the Infrastructure Team with responsibility for helping support and administer our on-premise and cloud infrastructure.

Duties and responsibilities:

Main Duties and Responsibilities

To function as an escalation, point of contact / support for internal teams and staff in the use of services provided by ICR.
Following agreed procedures, identifies, priorities, registers and categorises incidents. Diagnoses incidents according to agreed procedures. Investigates causes of incidents and seeks resolution.
Ensure Incidents | Requests are, resolved within defined SLA parameters.
Administering Azure, AWS and M365 for cloud-hosting of ICR systems and services.
Administering physical / virtual servers, including Microsoft core technologies such as AD, DNS, DHCP, ADFS, PKI, GPO, and Clustering.
Administering SQL, SQL Clusters and MySQL.
Administering VMware.
Administering Teams, Intune and SCCM.
Administering Hitachi Storage and Backup platforms such as Commvault / Rubrik.
Development and documentation of processes and procedures.
Participate in the Infrastructure On-Call provision for out of hours support of key services core services.
Implementing new and scalable solutions based upon industry-approved architectural direction, best practice guidance and the individual's own practical experience.
To review & maintain the accuracy of knowledge articles as published and used by Digital Services.
Management of threat management and Vulnerability remediation

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PowerShell scripting, Automation of OS, and application patching.
Researching modern technology to improve reliability of infrastructure whilst assisting with the implementation of automation procedures across the business.

General

All staff must ensure that they familiarise themselves with and adhere to any ICR policies that are relevant to their work and that all personal and sensitive personal data is treated with the utmost confidentiality and in line with the General Data Protection Regulations
Any other duties that are consistent with the nature and grade of the post that may be required.
To work in accordance with the ICR's Values.
To promote a safe, healthy and fair environment for people to work, where bullying and harassment will not be tolerated.
This job description reflects the present position and is subject to review and alteration in detail and emphasis in the light of future changes or development.

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Person specification

Education and Knowledge

Fluency in English (written and oral).	Essential
Understanding of ITIL.	Essential
English and Maths to a minimum on GCSE level.	Essential
Experience within a senior support level environment.	Essential
Microsoft certifications.	Desirable
SQL certifications.	Desirable
MAC certifications.	Desirable

Skills

Significant experience of working in a third line support environment with a variety of computerised systems.	Essential
Experience of working as an escalation point for other members of staff.	Essential
Experience and expert knowledge in MOST of the following - Microsoft Windows - Microsoft SQL - Microsoft AD, DNS, DHCP, GPO, PKI, ADFS - Microsoft Intune | SCCM - VMware	Essential
Experience and expert knowledge supporting ALL the following - M365 - Wired | Wireless configurations - Active Directory | Azure Entra ID	Essential
Experience scripting in PowerShell.	Essential
Experience of using ITSM tooling.	Essential
Experience of using software delivery tooling.	Essential
Knowledge on diagnosing complex problems.	Essential
Diligence in following instructions.	Essential
Excellent customer service skills.	Essential
Must be able to work well within a team environment.	Essential
Must be able to assist other members of the team who may not have the same skill set.	Essential
Must be able to work with other teams to troubleshoot complex problems.	Essential

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Good troubleshooting and problem solving skills.	Essential
Ability to manage situations with a calm manner.	Essential
Ability to report consistently and to a high standard.	Essential
Able to work occasionally outside the normal 0830-1730 Mon-Fri to meet the needs of ICR support.	Essential
A flexible approach to location including a willingness to travel between sites as required.	Essential
An appreciation of other cultures.	Essential
Aptitude to develop customer focus and technical skills.	Essential
Ability to decipher	simplify IT language to ICR staff.	Essential
An understanding and empathy with the ICR's mission and values.	Essential
Be able to lead by example.	Essential
Working within a HE or Charity organisation.	Desirable
Business Impact awareness.	Desirable
Experience of mobile	IP telephony.	Desirable

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Benefits

We offer a fantastic working environment, great opportunities for career development and the chance to make a real difference to defeat cancer. We aim to recruit and develop the best – the most outstanding scientists and clinicians, and the most talented professional and administrative staff.

The annual leave entitlement for full time employees is 28 days per annum on joining. This will increase by a further day after 2 years' and 5 years' service. All staff receive an additional three days at Christmas.

Staff membership to the Universities Superannuation Scheme (USS) is available. The USS is a defined benefit scheme and provides a highly competitive pension scheme with robust benefits. The rate of contributions is determined by USS and details of the costs and benefits of this scheme can be found on their website. If staff are transferring from the NHS, they can opt to remain members of the NHS Pension Scheme.

We offer a range of family friendly benefits such as flexible working, a parents' group, and a maternity mentoring scheme. Other great benefits include interest free loans for discounted season tickets for travel and bicycle purchases, access to the NHS discounts website, a free and confidential Employee Assistance Programme which offers a range of well-being, financial and legal advice services, two staff restaurants, and access to a gym and sporting facilities at our Sutton site.

Further information

You may contact Mike Roberts for further information by emailing mike.roberts@icr.ac.uk. This job description is a reflection of the current position and is subject to review and alteration in detail and emphasis in the light of future changes or development.