

## Role Profile: Infrastructure Engineer

### A bit about us...

Amiosec is an exciting and growing UK technology company with innovation, agility, and state of the art technology at its core. We work in partnerships with UK government customers and commercial providers to deliver research, technology, products, and services in the communications security sector.

### What We're Looking For

Reporting to the Service Operations Team Lead you will be part of the Service Delivery team. Providing support managing, maintaining and supporting our internal computing infrastructure including secure environments and cloud-based services. Our infrastructure encompasses Windows, Linux and MacOS/iOS environments and you will bring system administration skills to the team, monitoring our infrastructure for faults and issues, creation and management of security-based alerts, changes, release and deployment activities, hardware support, automation and improvement initiatives. Assist with testing and assessing technologies to enhance the security or capabilities of environments completing technical work packages for internal and external infrastructure projects. You will need to be highly organised and efficient with the ability to work individually or as a member of a multi-discipline team.

This is an important role for our organisation and will be instrumental in helping us to support the continued growth of our business through the delivery of successful outcomes to our customers.

Work life balance is important, and we offer several options to support our staff. We have an optional 9-day fortnight scheme, which gives the opportunity to compress a fortnight's hours over 9 days to allow every other Friday to be taken off. We have a hybrid working policy with flexibility over working hours and homeworking (this is subject to individual project/business needs).

**NOTE:** - Due to the nature of our work, all candidates will be required to obtain and maintain an appropriate UK security clearance.

### Typical Activities

Subject Area	Activities
Delivery & Maintenance	<ul style="list-style-type: none"><li>Working in collaboration and with Project Delivery teams across Engineering Build Teams, Managed Services, Programme Delivery and Production teams supporting delivery outcomes for all stakeholders and customers.</li><li>Responsibility for infrastructure development and continuous improvement including updating policies, procedures, controls and guidelines for Information Security.</li><li>Maintaining the Information Security Management System, including supporting internal &amp; external audits for ISO 27001 and Cyber Essentials Plus.</li><li>Proactively identifying IT needs, proposing solutions and acting on them.</li><li>Identifying risks and taking steps to mitigate them.</li></ul>



	<ul style="list-style-type: none"> <li>• Provide risk-based direction for future system enhancements.</li> <li>• Management and definition for policies, procedures and guidelines (PPGs).</li> <li>• Implementing procedures and tools that proactively ensure security of end user devices.</li> </ul>
<b>Support</b>	<ul style="list-style-type: none"> <li>• Provide support for internal IT computing infrastructure - hardware and software environments, internal &amp; external-facing networks, performance, monitoring, reporting and continual patch maintenance ensuring security of systems.</li> <li>• Working with Managed Services to continue developing ITIL service culture ensuring timely updates and resolution of tickets within SLAs.</li> <li>• Creating and improving support and troubleshooting documents.</li> <li>• Provide technical assistance, fault diagnostics and IT support.</li> </ul>
<b>Technology Research</b>	<ul style="list-style-type: none"> <li>• Keeping abreast and evaluating latest technologies.</li> <li>• Review and recommend enhancements for new technology.</li> </ul>

## Technical Competencies

Subject Area	Competency
<b>Experience/Skills</b>	<ul style="list-style-type: none"> <li>• Previous experience as an Infrastructure Engineer or Systems Engineer – ideally a minimum of 3 years.</li> <li>• Experience with multi-vendor enterprise IT infrastructure, installation, design, configuration and troubleshooting/support of computer, storage, networking, physical infrastructure and software.</li> <li>• Experience managing technical service environments and delivering services in line with internal and external SLAs.</li> <li>• Experience of Information Security and controls to mitigate threats within secure IT environments.</li> <li>• Experience of working to CIS, Microsoft, NCSC, ISO27001 and Cyber Essentials Plus frameworks.</li> <li>• Networking knowledge and concepts including switching, routing, firewalls, load balancing, TCP/IP, VPN/VLAN, Routing, Enterprise Wi-Fi, DHCP, DNS, IP Addressing, WAN, LAN.</li> <li>• Storage knowledge of SAN, iSCSI, Multipath.</li> <li>• Experience maintaining and troubleshooting Windows/Linux server and desktop platforms – Windows 10/11, Windows Server 2019/2022/2025, Ubuntu, and Debian.</li> <li>• Experience with Active Directory, AD CS, GPO Management, Office 365, Azure, EntraID, Intune, Autopilot and WSUS Technologies.</li> <li>• Experience with virtualisation software Hyper-V, Proxmox or VMware.</li> <li>• Experience of supporting IT Platforms that maintain differing software applications across, Development, Engineering, Finance, IT, Sales, etc.</li> <li>• Ability to maintain and develop scripts e.g. Bash, PowerShell.</li> <li>• Containerisation experience, particularly LXC and Docker.</li> <li>• Experience of Linux software such as Nginx, OpenSSL, FreeIPA.</li> <li>• Experience within house monitoring tools such as the ELK Stack.</li> <li>• Experience with developing and maintaining air gapped networks.</li> <li>• Experience with Service Desk and Customer Support Tools.</li> </ul>



## Core Competencies

Subject Area	Competency
<b>Approach</b>	<ul style="list-style-type: none"> <li>• Excellent attention to detail.</li> <li>• Apply logical reasoning and critical thinking to problem solving.</li> <li>• Enthusiasm for technology and desire to understand it, work with it, improving processes, helping to innovate and automate.</li> </ul>
<b>Organisational</b>	<ul style="list-style-type: none"> <li>• Self-motivated, planning, organising and monitoring your own workloads and with the ability to work individually or as a member of a multi-discipline team.</li> <li>• Willingness to be flexible and embrace new technologies/techniques.</li> <li>• Good time management skills, ownership of own deliverables.</li> <li>• Tenacious troubleshooting and problem-solving skills.</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Strong verbal and written communication skills delivered confidently and with clarity, including generation of written content including reports, technical documents and whitepapers.</li> <li>• Ability to investigate and understand customer needs.</li> <li>• Active listening skills.</li> </ul>
<b>Customer Focus</b>	<ul style="list-style-type: none"> <li>• Experience in building and maintaining relationships with customers and regulatory bodies.</li> <li>• Always understand and appreciate the customer’s operating environment and prioritisation of their issues and incidents.</li> <li>• Manage and respond to customer feedback and changing requests.</li> </ul>
<b>Innovation</b>	<ul style="list-style-type: none"> <li>• Ability to foster and develop innovative ideas.</li> <li>• Lead and contribute to improvements in systems &amp; support and our innovative ways of working.</li> </ul>

Amiosec is committed to providing equality of opportunity for all. We aim to ensure our workplaces are free from discrimination and that our current and future colleagues, are treated fairly and with dignity and respect. Please inform us of any reasonable adjustments that we may need to make. This role / position description is to serve as a guide. It is intended to be flexible and will continue to evolve over time with business needs and demands and may be updated periodically at the Company’s discretion.

