



Birkbeck
UNIVERSITY OF LONDON

JOB DESCRIPTION AND PERSON SPECIFICATION



JOB DESCRIPTION

Job title: IT Infrastructure Engineer

Faculty/department: Information Services - IS Operations

Reports to: Infrastructure Manager

Responsible for: NA

Grade: 7

PURPOSE OF THE JOB

This role reports to the Infrastructure Manager as well as indirectly to the Infrastructure Architect. Whilst it is a technical role, there will be engagement with customers, and customer service and quality management are essential to the successful delivery of this role.

The role provides for both the development of new Windows and Linux infrastructure as well as the ongoing secure and efficient operation of existing infrastructure. It provides for the design, development, administration and support of complex IT infrastructure systems, including Linux and Windows virtual server administration, server host and storage management, messaging and associated services, identity management and Azure Entra-ID within an M365 environment, Cloud services (Azure, OCI, AWS), scripting and automations, system security and 3rd line troubleshooting across all the associated infrastructure used by all staff and students of the College.

In summary, the purpose is:

- Strong understanding of Microsoft PowerShell and identity management.
- Expertise in creating, managing and maintaining PowerShell code efficiently and in a secure manner.
- Use of automation scripts, reports, workflows and tools like Git.
- Expertise and responsibility in managing Entra ID, accounts, M365/Azure security groups in identity management processes.
- Configure, maintain and troubleshoot automated membership workflows, dynamic group syntax, and synchronisation scripts.
- Converting older PowerShell v5 code to v7 or modern variants.
- Document code, scripts, systems and processes into a library.
- Close collaboration with development team on Oracle Apex and Linux platforms.
- M365 environment, licensing, bulk allocation and maintenance.
- Manage virtualisation elements on new Nutanix platform, supporting Windows, Linux & Oracle servers.
- Develop tools and utilities for the support teams to improve team efficiency.

- Develop thorough test-plans before deploying new infrastructure.
- Resolve escalated incidents and, participate in projects as and when required.
- Ensure data is secured, backed up and recoverable.
- Work to reduce the likelihood and impact of non-availability of critical infrastructure.

MAIN DUTIES

		% of time
1.	Service Management	
a.	Maintain, manage and own the PowerShell scripting and processes library • Understand the PowerShell scripts and use cases for each. • Manage and maintain the code. • Continual Improvement. Maintain changes to keep up with technology and vendor changes. • Understand the Oracle Identity Database (IDB) and the correlation with Entra ID. • Sole responsibility for developing and maintaining Birkbeck's identity management processes. • Maintain the jump box server used to run scripts from. • Preparing for succession planning readiness.	40%
b.	Maintain and manage the server and storage environment covering: • Maintain VMWare/Nutanix based hosts and associated storage platforms. • Build, maintain (patch) and administer Windows and Oracle Linux servers in a secure and repeatable fashion within a VMWare/Nutanix environment. • Use automation tools (e.g. Ansible) where possible. • Use security tools to validate builds and system status. • Management of: ○ SAN and NAS file systems (NetApp/3PAR) ○ Azure Entra-ID ○ Backup and recovery platforms (Rubrik) ○ Primarily cloud (Azure, AWS & OCI) infrastructure ○ Messaging systems (Exchange Online and Teams) within a Microsoft M365 environment (Barracuda)	20%
c.	Ensure that infrastructure related incidents are monitored and responded to appropriately whether via the online query system (ASK), telephone, email or in- person. Incident logs are kept up to date.	

d.	Use various monitoring systems, tools and logs to monitor performance and availability of the infrastructure – investigate and resolve issues	
e.	Plan and undertake “planned Maintenance” of server and storage equipment, including customer communication	
f.	Provide direct support for complex infrastructure support issues – working with suppliers where required.	
2.	Technical Improvements and Projects	15%
a.	Gather requirements from relevant stakeholders regarding project requirements, liaising with other specialists within the team to ensure improvements and projects are understood by the whole team and roles, activities and timings are clearly communicated.	
b.	Be an integral part of the decision-making process in respect to server and storage technology and other IT infrastructure	
c.	Use a data-driven approach (e.g. log data, SIEM data, Solarwinds etc) to work with the Infrastructure Architect to develop improvements and new projects	
d.	Identify and help develop continuous improvement opportunities	
e.	Strong understanding of release and change management, reviewing and describing the impact of change in the wider landscape, with strong stakeholder communications	
3.	Knowledge Management and Documentation	15%
a.	Ensure incidents and changes are fully documented and findings are acted upon	
b.	Ensure infrastructure documents, technical drawings and schematics are accurate and kept up to date	
c.	Ensure end-user and support guides, FAQ’s, instructions, support videos and other training material relating to infrastructure technology are up to date.	
d.	Run “knowledge transfer” training sessions where required for the first- and second-line teams to help improve their knowledge and skills.	
4.	Configuration and Stock Management	5%
a.	Ensure inventory and configuration management data is maintained	
b.	Ensure sufficient “hot swap stock” is maintained and configured where appropriate	
5.	Skills Development	5%
a.	Participate in technical and management training courses and keep up to date with new technology (especially security) across the sector.	

Please note that this job description reflects the core activities of the role and as the College and the post holder develops there will inevitably be changes in the emphasis of duties. It is expected that the post holder will recognise this and adopt a flexible approach to work and to participate in training.

WORKING RELATIONSHIPS AND CONTACTS

In order to be productive and effective the post holder will need to develop close, effective working relationships with stakeholders within and outside ITS:

- Infrastructure Manager - Line Manager – for overall management direction.
- Working closely with the Infrastructure Architect to implement continuous improvements and contributing to planning new developments.
- Managing internal stakeholders to ensure problems are prioritised and needs met.
- Working closely with systems owners in the support of services.
- Contributing to projects and other meetings with ITS staff promoting and discussing infrastructure developments.
- Dealing with external suppliers and service providers, such as equipment, software and maintenance companies to resolve specific infrastructure hardware, software and performance issues.
- Work in close collaboration with other ITS staff with specific responsibilities for supporting IT services by providing training and “FAQ” material where required.
- Communicate with college staff at all levels, providing technical support and advice on IT problems and issues, responding to problems encountered sometimes to tight timescales and at short notice.
- Engaging with other IT staff at Birkbeck and elsewhere within the HE community in the maintenance and development of infrastructure services.

DIMENSIONS

- Responsible for the development, security and continuous improvement of infrastructure systems and services relied upon by all at Birkbeck's circa 15,000 students, 15,000 applicants, 100,000 enquirers and 2,000 staff.
 - This covers circa 300 servers, 4 storage platforms (approx. 500Tb of data), 2 backup platforms, 2 core routers, 250 switches, 5 firewalls, two data centres and approx. 23 remote locations (as well as AWS cloud services).
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GENERAL RESPONSIBILITIES – Universal to all Birkbeck roles

- To adhere to the College's Equal Opportunities policy in all activities, and to actively promote equality of opportunity wherever possible.
- To be responsible for your own health and safety and that of your colleagues, in accordance with the Health and Safety at Work Act (1974) and relevant EC directives.
- To work in accordance with Birkbeck's data protection policies, and relevant current data protection legislation.

PERSON SPECIFICATION

Candidates will be able to demonstrate the following:

KNOWLEDGE	E or D
Strong knowledge of identity management processes for Entra ID, Oracle.	E
Knowledge of Windows and Linux Operating Systems, security standards and configuration with experience of implementing in a large user environment	E
Strong understanding of networking concepts (TCP/IP, subnetting, DNS, DHCP etc)	E
An understanding of Business Continuity and Disaster Recovery concepts and techniques as they affect infrastructure services	E
Knowledge of M365, scripting and automation tools (e.g. Excell, Graph, PowerShell, bash, Ansible, Terraform).	E
TECHNICAL AND/OR WORK-BASED SKILLS	
Demonstrable IT troubleshooting skills for complex multi-faceted issues. The ability to triage issues and a logical approach to fault investigations, actively documenting tests and results as they are undertaken. Ability to see interconnections between issues and technologies.	E
Demonstrable ability to develop and deliver effective working relationships with colleagues across IT Services and stakeholders in the wider University community, within either a traditional or matrix environment.	E
GENERAL SKILLS AND ATTRIBUTES	
Strong analytical and problem-solving ability in complex technical landscapes	E
Self-motivated, with the ability to work under pressure, working on multiple projects and taking ownership of problems, organize, prioritise and monitor own work and others to meet deadlines whilst maintaining standards	E
EXPERIENCE	
Strong experience of installing, supporting and maintaining Windows Server and Linux technologies in an enterprise virtualisation environment (e.g. VMWare/Nutanix)	E
Proven experience of explaining infrastructure, risks and proposals in a clear and concise fashion	D

Experience of scripting within a Windows (PowerShell) or Linux environment	E
Experience of managing infrastructure security configurations for public cloud (e.g. AWS or Azure) based systems	D
QUALIFICATIONS	
Educated to degree level in an IT related subject or equivalent relevant experience	E
Windows and/or Linux and/or cloud qualified or relevant experience	E
ITIL and/or Project Management	D

E = Essential / D = Desirable

FURTHER INFORMATION

Salary:

£45,132 rising to £51,387 per annum.

The salary, as shown above, is Grade 7 on the College's London pay scale, which includes a consolidated weighting/allowance, which applies only to staff whose normal contractual place of work is in the Greater London area.

Hours:

35 hours per week.

Working pattern:

The hours of work are flexible with the expectation of occasional weekend and out of hours work (on a TOIL basis).

The role is officially "office based", although the post holder will be able to work in an agile fashion (i.e. remotely). Clearly, the nature of the work may require the post-holder to be able to come to site where infrastructure projects or support require hands-on interventions.

Probation period:

6 months

Duration of post:

Open ended

HOW TO APPLY

Closing date:

11.59 PM on 30 November 2026.

Interview arrangements: Interview date on 1 December 2026.

The selection process will involve:

- A panel interview
- A task (TBC)

Start date:

To be confirmed following interview.

To apply for this position please go to our online [recruitment portal](#).

Please ensure your application includes full details of your employment history, education and qualifications, and recent development. For some roles, this will be collected in the application form, for others you will be asked to include this in a professional CV, which can be uploaded.

If you would like to know more about the role, please contact Hassan Ali, IT Infrastructure Manager at ITJobs@bbk.ac.uk.

RIGHT TO WORK IN THE UK

This post is not eligible for sponsorship. Successful applicants will need to demonstrate their right to work in the UK via another means.

HELP AND ASSISTANCE

If you are having difficulties accessing the recruitment portal, please email jobs@bbk.ac.uk.

OUR COMMITMENT TO EQUALITY AND DIVERSITY

The College is committed to providing the highest quality academic and working environment where all staff, students, visitors and contractors are welcomed respected and treated in a fair, consistent and non-discriminatory manner. The College is proud of its diversity and welcomes applications from all sections of the community. No one will be treated unfairly because of their sex, race, disability, sexual orientation, age, religion or belief, carer status, political belief, pregnancy/maternity, social class, gender identity or marital/civil partnership.

Birkbeck is a member of the 'positive about disability' Disability Confident scheme and will interview all candidates who both declare a disability within the meaning of the Equality Act 2010 and meet the minimum essential criteria for the post, subject to any limits on the overall number of interviews.

Birkbeck is a member of Advance HE, holds an institutional Bronze level Athena SWAN award, is a Mindful Employers Charter signatory and subscribes to Stonewall's Diversity Champions.