

## JOB DESCRIPTION

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|------------------------|---------------------------------------------------------------------------------------------------------------------------------|
| <b>Role:</b>           | IT Infrastructure and Operations Engineer                                                                                       |
| <b>Function:</b>       | Technology                                                                                                                      |
| <b>Location:</b>       | Preferably based at the Hereford office, with a hybrid working arrangement and travel to other UK office locations as required. |
| <b>Reports to:</b>     | IT Manager                                                                                                                      |
| <b>Direct Reports:</b> | None                                                                                                                            |

## ABOUT US:

Spectre Group, comprising ITM Communications, Bates IT and Serbus, provides secure critical network & ICT infrastructure, secure communications, and managed service solutions. Supported by private equity investment, we are embarking upon a period of significant growth via a “buy, build and partner” strategy, focused 2-3 additional strategic acquisitions to create a Group organisation under a pending new brand name. With a scale-up of our managed service capabilities, technical expertise, and customer footprint, the enlarged Group organisation will accelerate our organic growth by cross-selling our extended services portfolio to the extended customer base. Our mission is to become a leading national provider of secure communications, secure infrastructure and secure services.

Critical National Infrastructure businesses, across vertical sectors such as Healthcare, Defence, UK Government, Industrials (Manufacturing/Utilities/Energy), Enterprise and Datacentre, are under increasing pressure to embrace new ICT technologies to enable and accelerate digital transformation.

Continued investment in secure digital transformation, to enhance connectivity and operational efficiency, is dependent upon a secure network and ICT infrastructure foundation, that is compliant with the relevant technical standards, government legislation, cyber resilience, and sector specific industry accreditations. Most Group employees are Security Cleared CNI Sector Specialists, and we are committed to continued investment and improvement across all areas of ESG Compliance.

Our services portfolio is focused on six areas of capability, expertise: Onsite Technical Services, Offsite Technical Services, Managed Services, Critical ICT Infrastructure, Wired and Wireless Networks, Secure mobile and communications. Our multi-vendor accredited Engineering Teams are supported by in-house Project Management and Service delivery teams, who partner with our customers and partners, to plan, build and maintain scalable and resilient critical networks and ICT infrastructure, laying the groundwork for secure digital transformation and operational success.

Our continued success is founded on a relentless focus on developing and maintaining long-term, collaborative and strategic relationships between our employees, customers, business partners, suppliers and other strategic stakeholders.

We have developed a philosophy that embraces change, nurtures new thinking, encourages personal development and actively promotes teamwork. This approach enables us to continually develop the expertise of every employee to ensure that they possess the skills, personalities and drive to add value to our business and our customers.

## JOB PURPOSE:

The IT Infrastructure and Operations Engineer will provide IT infrastructure and operational support across cloud services, business applications, and core networking systems. This role will play a pivotal part in supporting a newly merged organisation, with key responsibilities including the management of a new Microsoft 365 tenant, ensuring system availability, performance, and compliance, while delivering high-quality end-user support and training. A major focus will be on establishing and maintaining robust governance, controls, and security protocols within the tenant environment.

## **KEY RESPONSIBILITIES:**

### **Infrastructure Services**

- Contribute to the standardisation of infrastructure technologies across all service areas.
- Support initiatives aimed at enhancing infrastructure availability, resilience, and overall performance.
- Provide technical assistance for physical infrastructure at operational sites, including server rooms, structured cabling, peripheral devices, and meeting room technologies.
- Collaborate with external partners to maintain and troubleshoot wireless networks, LAN connectivity, switches, and firewalls.
- Administer core network services such as DNS and DHCP.
- Assist in the delivery and maintenance of Entra ID and Office 365 Services, including the configuration and management of Policies, Security Groups, User and Computer accounts within a cloud environment.
- Ensure consistent availability and performance of servers hosted within Microsoft Azure.

### **Office 365 Cloud Services**

- Administer and monitor the Microsoft 365 platform in coordination with the designated Microsoft partner.
- Facilitate the onboarding and governance of Microsoft Teams and SharePoint document libraries, ensuring compliance with organisational standards.
- Support the data migration projects from legacy systems to Microsoft 365, with a focus on SharePoint integration.
- Manage and restrict guest access within the Microsoft 365 tenant to uphold security protocols.

### **Device and Mobile Management**

- Support the deployment and configuration of Microsoft Intune across the organisation.
- Enhance endpoint security through the implementation of BitLocker, Microsoft Defender for Cloud, and Zero Trust Network Access (ZTNA) solutions.
- Assist in the centralisation and standardisation of endpoint management policies and procedures.

### **IT Operations and Maintenance**

- Conduct regular system backups, manage retention schedules, and perform restoration testing to ensure data integrity.
- Monitor system performance and capacity, proactively addressing potential issues.
- Adhere to ITIL best practices, including incident, problem, and change management, with appropriate documentation and approval workflows.
- Maintain accurate asset inventories and comprehensive technical documentation.
- Develop, implement, and enforce IT policies, standards, and operational guidelines across the organisation.
- Ensure all work is recorded and managed via the ITSM service desk platform

### **Support and Training**

- Provide technical support to end-users for hardware, software, and application-related issues.
- Deliver training sessions and create user documentation for collaboration tools such as SharePoint and Microsoft Teams.
- Respond to service desk requests in a timely manner and escalate issues as necessary.
- Work with the MSP to ensure timely resolution of user tickets.

### **Security and Compliance**

- Assist in the development and maintenance of security frameworks, including ISO 27001 and Cyber Essentials Plus.
- Implement organisational security policies and procedures.
- Support the deployment and ongoing management of security tools and updates.
- Improve Microsoft secure score, ensure robust authentication practices, and implement Microsoft's recommended security configurations.

### **Business Applications Management**

- Support the operational integrity and availability of key business applications, including Microsoft Dynamics 365 (D365), Sage Intacct, SAP Concur, HubSpot, Middleware platforms
- Provide the IT manager and Cyber Security manager assistance with the application approval and deployment process

### **Key Deliverables**

- A secure, reliable, and fully operational IT infrastructure.
- Timely resolution of service desk tickets and technical issues.
- Teams and SharePoint site and document management aligned with data governance policies.
- Periodic reporting on system health, backup status, and infrastructure performance.
- Comprehensive documentation of IT operations and asset management.
- Robust disaster recovery plans and procedures.

### **General Duties**

- Oversee daily IT operations and provide systems support.
- Serve as a point of escalation for technical issues.
- Oversee the management of end-user devices, server infrastructure, and network systems, ensuring full compliance with established organisational standards and policies.
- Participate in training initiatives and report operational issues.
- Verify adherence to ISO and Cyber Essentials compliance requirements.
- Conduct site visits to core business locations to oversee infrastructure maintenance, uphold operational standards, and provide hands-on technical support where required.

### **SKILLS AND EXPERIENCE:**

- Advanced knowledge of Microsoft 365, including administration of Exchange Online, Intune, SharePoint, Teams, and Entra ID.
  - SharePoint tools such as Lists, Libraries, and metadata for efficient information management.
  - Microsoft Teams, including configuration, applications, and voice services.
  - Endpoint Management, including Microsoft Intune, Windows Autopilot, and Mobile Device Management (MDM) solutions
  - Exchange Online Administration, governance, message flow and DMARC/DKIM
  - Extra ID Enterprise Applications, SSO, RBAC
- Wintel environment, supporting and maintaining Windows servers and services like, DNS/DHCP and certificate services within Azure.
- Solid understanding of networking, including Wi-Fi, VPN, LAN and WAN.
- Familiarity with data governance, security, and compliance best practices within cloud-based platforms.
- Excellent communication and interpersonal skills, with the ability to engage effectively across technical and non-technical teams.
- Strong analytical and problem-solving abilities, capable of translating user requirements into practical IT solutions.

- Experience working with business stakeholders to understand needs and deliver user-friendly, scalable solutions.
- Microsoft Certified within 365 (Administration, Teams, SharePoint, Exchange Online, Intune)
- Desirable to have Cisco Meraki infrastructure qualifications or experience

**EDUCATION/QUALIFICATIONS:**

- Educated to degree level (or equivalent) is highly desirable but not essential.
- Professional Microsoft qualifications, certifications or equivalent.

**CONDITIONS OF EMPLOYMENT:**

- Must have the right to work in the UK
- Must have full UK driving licence
- Must be able to gain BPSS (Baseline Personnel Security Standard) clearance.
- Must be able to gain SC (Security Check) clearance as standard along with any specific security clearances that may be required