

Job Description



Job Title: Infrastructure Engineer (Networks)	Division: Authentication
Reporting to: Infrastructure Team Lead (Networks)	Function: IT Operations
Location:	Job Grade:
Travel (Frequent/Some/None): None	

1. ROLE PURPOSE AND SUMMARY

As an IT Network Engineer will be responsible for build and support for IT systems throughout De La Rue.

- You will be responsible for supporting a business-critical production environment, working within an ITIL service management framework
- You will provide network configuration & support for day-to-day operations of the existing production, pre-production, and development networks, including LAN switching, routing, firewalls, intrusion prevention systems, physical network cabling, and WAN technologies
- You will provide technical expertise in the implementation of new network infrastructure and changes to the existing network infrastructure in a controlled manner
- You will work as part of a wider infrastructure and data services team which provides the building blocks upon which both internal and industry leading IT solutions are built
- The post holder will provide network configuration & support for day-to-day operations of the existing production, pre-production, and development networks
- You will provide technical expertise in the implementation of new network infrastructure and changes to the existing network infrastructure in a controlled manner
- You will work with other members of the infrastructure team, IT Support Teams, Software Delivery and Test teams to research, determine the scope and complexity of issues and to identify steps to resolve them
- You will build relationships with key stakeholders and suppliers
- Identify areas where standards can be developed and processes improved, and work with your team to implement those improvements

2. DIMENSIONS AND REPORTING LINES (number of reports and financial values)

- This position does not have any direct reports.
- This position will work within the Networks team reporting to the Networks Lead

3. KEY ACCOUNTABILITIES

Individual

- Provide technical expertise as required to the Networks Team lead and work with other members of the network team on technical projects
- Proactively managing the Network via network monitoring and management tools, to prevent any network issues from causing outages to the production operation
- Ensure the network meets security requirements by taking part in regular internal reviews of network equipment and software configurations, supporting IT Health Check activities, penetration testing, and resolving any issues found via appropriate process
- Respond within SLAs to service requests, incidents and problems using the service management tool
- Identify and make service improvements raising requests for change, documenting step by step activities required for successful completion, testing and if necessary, roll-back of changes
- Able to work under pressure and focus on resolving business critical issues, and deliver to strict deadlines
- Work within an ITIL framework to manage incidents, problems and system changes

Company Wide

- Support the Networks and wider Infrastructure team, executing the strategy for the business in terms of both the internal supporting services and external customers with core GRS, Currency and Brand Protection propositions.
- Provide subject matter expertise to internal and external customers
- Support and follow the governance and operational disciplines applicable across the company.

Common to all roles

- To ensure full participation in the performance development review (PDR) process and maintain an up-to-date record of all training and development activities/programs.
- To always act and behave in a way compliant with all De La Rue company guidelines and policies, especially those relating to values and behaviours, environmental health and safety, ethics, and codes of conduct, as it is through living our values that we strengthen the culture of our business and demonstrate our understanding of our Code of Business Principles. Further information on our company values can be found in our "Living the Values" guidelines.

4. CAPABILITY (qualifications, experience and skills)

Experience / Skills / Behaviours

- Educated to degree level or equivalent relevant experience
- Demonstrable experience in networking with an ability to analyse, diagnose and fix problems and then works to find the root cause
- Enquiring approach to work, a methodical approach to solving problems and an attention to detail
- Driven to be 'right first time' when it matters
- CCNA qualified CCNP preferred.
- Other Cisco, Check Point or Palo Alto qualifications are an advantage.
- Technology skills in an operational environment, with an ability to understand new technical concepts quickly.
- Experience in the design, configuration, and support of complex IT Networks in a secure environment.

- Knowledge of IP routing, including common IGRP (OSPF/RIP/EIGRP), BGP (including route manipulation, summarisation etc), PBR, and static routing
- Knowledge and experience with QoS, queuing technologies and managing traffic via policy mapping.
- Knowledge and experience of VPN technologies, including IKE, IPsec, and TLS/SSL, along with a good understanding of PKI.
- Experience of setting up, running and interpreting packet captures to assist in the resolution of application and transport layer issues.
- In-depth knowledge of Cisco / HP networking technologies including the configuration & maintenance of hardware and the ability to carry out in-depth troubleshooting when required.
- Knowledge and experience of various firewall technologies; Cisco, Palo Alto or Check Point. Experience of Next Generation Threat Prevention essential.
- Knowledge of Citrix load balancing and content switching technology essential
- Knowledge of Web Application Firewalls (WAF) technologies an advantage
- Understanding of Cloud networking concepts (preferably Google Cloud and Azure)
- Understanding of the principles of business continuity and disaster recovery
- Experience of working in an ITIL environment, ideally possesses an ITIL Foundation qualification
- An understanding of information security, ideally possesses a CISSP qualification

Job Holder: Date:

Manager: Date: