



**Internet Watch Foundation**

**Job Description**

<b>Job Title:</b> IT Infrastructure Engineer	<b>Name of Job Holder:</b>
<b>Reports to:</b> Head of IT <b>Direct Reports:</b> None	<b>Date Completed:</b> 02/07/2021 <b>Updated</b>
<b><u>Main Purpose of the job:</u></b> <ul style="list-style-type: none"><li>✓ Maintain, support and develop onsite network, server, security, and cloud IT Infrastructure.</li><li>✓ Provide 1<sup>st</sup> and 2<sup>nd</sup> line support for IWF users and infrastructure on a day-to-day operational basis.</li><li>✓ Support IT Infrastructure and Software Development projects</li></ul>	
<b><u>Main Accountabilities:</u></b> <ul style="list-style-type: none"><li>✓ Reporting directly to the Head of IT</li><li>✓ Administration of physical and virtual servers, storage and network infrastructure.</li><li>✓ Administration of on-premises and Azure Active Directory, Office 365, Exchange Online and SharePoint Online.</li><li>✓ Manage, support and participate in IT Infrastructure and Development projects.</li><li>✓ Provision and support IT infrastructure onsite and in the cloud for software development.</li><li>✓ IT purchasing and management of 3<sup>rd</sup> party maintenance, support and supplier contracts.</li><li>✓ Business continuity and disaster recovery.</li><li>✓ Assure ongoing compliance with legal, security and agreed regulatory requirements.</li><li>✓ Support on-site audits conducted by external providers.</li><li>✓ Maintenance and support of access, telephony, audio visual, and CCTV systems</li><li>✓ Demonstrate a continuous improvement mindset and seek to identify efficiencies, improvements, and new IT services.</li><li>✓ Providing second line support for other members of the tech team and being a point-of-contact within the IWF for day-to-day IT troubleshooting.</li><li>✓ Create, change, and delete user accounts per request.</li><li>✓ Installing and configuring computer hardware, software, systems, networks, printers and scanners.</li><li>✓ Planning and undertaking scheduled maintenance upgrades.</li><li>✓ Treat all IWF staff, contractors and visitors with dignity and respect regardless of their: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief (or none), sex and sexual orientation.</li><li>✓ Perform any other duties commensurate with the job grade as reasonably required from time to time.</li></ul>	
<b><u>Key Responsibilities:</u></b> <ul style="list-style-type: none"><li>✓ IT Infrastructure maintenance and support</li><li>✓ First and Second Line IT systems and user support</li><li>✓ IT Infrastructure and Development projects</li></ul>	
<b><u>Main Contacts:</u></b> <p><i>Internal:</i> Head of IT and IT Technician System Support and Developer/Software Developer Hotline Manager/Senior Internet Content Analysts CTO and Senior Leadership Team</p> <p><i>External:</i> 3<sup>rd</sup> Party outsourced support and maintenance contractors</p>	
<b><u>Signature of Job Holder:</u></b>	



**Line Manager Signature:**

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