



WILLIAM GRANT & SONS

ROLE PROFILE

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|---|---|
| Role Title | Operations Infrastructure Engineer |
| Internal Reference | CEN-0106 |
| Business Unit / Group Function | Central Services |
| BU Team / Sub-Function | Group Technology Services |
| Location | SBP;Arete |
| Team Leader Role | Operations Leader Infrastructure |
| Role Level | 4B |
| Team Members | No |
| Role Purpose To provide technical support, maintenance, upgrade and installation of Information Technology systems and applications used within the company to both maintain and enhance efficiencies and performance of the company's Infrastructure systems. | |
| Accountabilities Accountabilities <ul style="list-style-type: none">• Proactively advise, assist, and engage on delivery and change of underlying technical infrastructure to support the delivery of WG&S operational services and technical projects• Contribute to team meetings; supporting the implementation of team objectives, plans and support continuous improvement• Ensure that all third line infrastructure engineering support requests are appropriately prioritised and resolved within the required service level agreements• Document the operation and troubleshooting of technology platforms and procedures related to infrastructure to defined standards• Assist with planning and implementing infrastructure systems in line with systems upgrades and/or any merger and acquisition activity to meet business objectives• Execute system testing necessary for new and upgraded infrastructure installations prior to release in the live environment to ensure continuity of service• Assist with the implementation of policy and strategy for WG&S information technology systems to ensure that staff and computer systems comply with legislative and organisational requirements• Provide project support, SME input and operational support across all Datacentre Infrastructure systems to meet project timescales• Configure, monitor, and maintain infrastructure systems within predefined targets• Work collaboratively with 3rd party support services on diagnosing and troubleshooting issues related to the WG&S Infrastructure operating environments to meet business targets• Work with the GTS team and the Information Security Leader to provide support to relevant Information Security processes; supporting and contributing towards agreed security targets and results• Produce technical documentation covering detailed technical parameters to be implemented on security technologies to defined standards• Maintain an awareness of industry technological developments related to infrastructure and identify opportunities to implement new or improved enterprise solutions to provide a more efficient and effective service to the business | |



INDEPENDENT FAMILY
DISTILLERS SINCE 1867

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