



WILLIAM GRANT & SONS

## ROLE PROFILE

<b>Job Title</b>	<b>GTS Operations Infrastructure Engineer</b>
<b>Business Unit / Group Function</b>	Central Services
<b>BU Team / Sub-Function</b>	Group Technology Services
<b>Location</b>	Arete
<b>Team Leader</b>	Operations Infrastructure Leader
<b>Team Members</b>	No
<b>Job Level</b>	4b
<b>Role Purpose</b> 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 IT systems.	
<b>Accountabilities</b> <ul style="list-style-type: none"><li>• Proactively advise, assist, and engage on delivery and change of underlying technical infrastructure.</li><li>• Ensure that all third line infrastructure engineering support requests are appropriately prioritised and resolved within the required service level agreements.</li><li>• Maintain the documented design, operation and troubleshooting of technology platforms and procedures.</li><li>• Assist with the implementation of policy and strategy for WG&amp;S information technology systems and SecOps to ensure that staff and computer systems comply with legislative and organisational requirements.</li><li>• Configure, monitor, and maintain systems within predefined targets.</li><li>• Work collaboratively with 3rd party support services on diagnosing and troubleshooting issues related to the WG&amp;S operating environments.</li></ul>	
<b>Created by:</b>	Chris Rydings
<b>Creation Date:</b>	27/10/2022
<b>HRBP:</b>	Kirsty Morris
<b>Date of last revision:</b>	V1.0