

## JOB DESCRIPTION



Section 1: General information	
<b>Job title:</b>	<b>Infrastructure Engineer</b>
<b>Department:</b>	<b>IT</b>
<b>Reports to:</b>	<b>Head of IT</b>
Section 2: PenCarrie's story and purpose	
<b>PenCarrie's story:</b>  With over 30 years' experience, PenCarrie has built a strong reputation as a leading B2B supplier to the garment decoration industry. Based in Willand, Devon, PenCarrie stocks over 3,500 product lines from over 75 of the industry's top brands from promotional t-shirts to high specification outdoor wear. With a primary focus on meeting the needs of customers, PenCarrie delivers not just on choice but on customer service, reliability and the values that make it one of the leading companies in the market. We are a family business employing 300 Team PenCarrie members each of whom is as passionate about the business as the next.	
<b>PenCarrie's purpose:</b> The distribution partner that enables exceptional customer success.	
Section 3: Purpose and responsibilities of the role	
<b>Main purpose of role:</b> To manage PenCarrie's infrastructure and ensure its availability, reliability and security. This involves overseeing the design, implementation and maintenance of the hardware, software and network systems while driving innovation, optimising performance and supporting business growth. This role is pivotal in safeguarding IT operations, enabling scalability and delivering future-proofed solutions that empower PenCarrie to achieve its strategic goals.	
<b>Main responsibilities:</b> <ol style="list-style-type: none"><li>1. Develop and execute infrastructure strategies that align with the overall goals and objectives of PenCarrie. This may involve making decisions about technology investments, resource allocation and process improvement.</li><li>2. Ensure robust, secure, scalable and future-proofed solutions are provided to the business.</li><li>3. Oversee infrastructure projects from start to finish, including scoping, planning, execution, monitoring and handing over to BAU for support. You'll need to manage timelines, budgets and resources effectively to ensure that projects are completed on time, within budget and to a high standard.</li><li>4. Assess the risks and vulnerabilities of PenCarrie's IT systems, including the hardware, software and networks. Analyse the potential impact of disasters such as power outages, cyber-attacks, natural disasters and human errors.</li><li>5. Design and implement short and long-term strategic plans to ensure infrastructure capacity meets existing and future requirements.</li><li>6. Develop a disaster recovery plan, including backup and recovery procedures, data protection measures, and communication protocols and ensure it is regularly reviewed, tested and updated.</li><li>7. Ensure that the IT systems are regularly backed up and the backup data is stored securely. This ensures that PenCarrie can quickly recover from a disaster and resume its operations with minimal disruption.</li><li>8. Ensure cloud infrastructure suppliers are fit for purpose, which means they meet the specific needs of PenCarrie in terms of scalability, reliability, security, compliance, cost-effectiveness and support.</li><li>9. Design and install infrastructure components on networks and servers, ensure that the technical performance aspects in the infrastructure environment are optimised, including database, network and application server performance.</li><li>10. Manage the security of computer systems and inter-application information transfers. They ensure optimum uptime for complete network services and servers.</li></ol>	

11. Identifies opportunities for improvements in networking infrastructure to ensure network resiliency and capacity for future growth.
12. Provide 3<sup>rd</sup> line technical support and provide technical expertise for 1<sup>st</sup> and 2<sup>nd</sup> line IT support staff by sharing technical knowledge.
13. Updating hardware required for maintenance of servers and the network, fixing any network and connectivity issues that could crop up, detecting system and application issues and ensuring the smooth flow of data and voice throughout the organisation.
14. Be an effective communicator, both within the IT team and with other stakeholders in PenCarrie. You'll need to be able to clearly explain technical concepts to non-technical stakeholders.
15. Ensure knowledge is kept up to date through continual professional development including research and development in identifying opportunities for implementation of new technologies.
16. Manage crisis situations and work under pressure to resolve problems.
17. Produce relevant documentation and project plans.
18. Develop, implement and maintain policies, procedures and associated training plans for infrastructure administration and project management.
19. Define hardware and software standards in conjunction with business units.
20. Vendor management.

**Section 4: Person specification**

**Knowledge, skills and experience required:**

**Essential**

- Virtualisation platform experience (VMware preferred)
- Understanding of network hardware and technologies
- Microsoft cloud service, Azure/Microsoft 365, including familiarity with security tools i.e. Azure Security Centre or Microsoft Defender
- Windows Server Configuration 2016 onwards
- Excellent written and spoken communication skills, interpersonal and analytical skills
- Technical documentation/reporting
- Ability to make decisions on technically complex issues
- Flexibility to work outside of normal working hours throughout the year as well as in different locations
- Knowledge of working with KPI's that align with your responsibilities and overall goals – for example, system uptime, system capacity to support growth, efficiency, cost effectiveness of systems, and continuous improvement.
- Backup systems and solutions
- Wireless network configuration

**Desirable**

- Shared Storage Technologies
- Firewall configuration experience
- Microsoft Group Policy
- IP Telephony system experience
- Linux or Mac OS Operating Systems
- Degree in a relevant field
- Relevant IT qualifications

**PenCarrie Values**

**We're dedicated to customer success**

- Every one of us can make a difference to our customers' experience
- We actively look for ways to help our customers succeed

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- Our customers are considered in every decision we make

**We build strong and respectful relationships**

- We create a kind, safe and inclusive workplace where everyone feels they can thrive
- We collaborate to find solutions and build ideas
- We build trust in each other
- We're prepared to have the difficult conversations, giving and receiving feedback

**We look forward and embrace change**

- We're bold, brave and inspirational
- We look up, look out and look forward
- We anticipate and embrace change

**We're proud of everything we do**

- We strive to improve in everything we do
- We celebrate our achievements
- We all have a voice
- We know our priorities and implement with conviction and pace

**We grow responsibly**

- We use our resources wisely
- We're clear and transparent in our communications to all our stakeholders
- We're committed to reducing our environmental impact
- We give back to our communities

**Section 5: Job description prepared by****Job title: Head of IT****Date: October 2024**