

Senior Infrastructure Engineer

Job description

Together we are help and hope for everyone living with dementia



Who we are

Dementia is the UK's biggest killer. One in three people born in the UK today will develop dementia in their lifetime.

At Alzheimer's Society, we're the UK's leading dementia charity and the only one to tackle all aspects of dementia by giving help and hope to people living with dementia today and in the future. We give vital support to people facing the most frightening times of their lives, while also funding groundbreaking research and campaigning to make dementia the priority it should be.

Together with our supporters, we're working towards a world where dementia no longer devastates lives.

Our values

Our values tell everyone who we are as an organisation.

Our values make sure that our focus is clear for the challenges and opportunities ahead and remind us of what we all stand for.

Our values are evident in everything we do, how we do it and how we work together.

These are not just words on a wall, we live these every day in all our work. We are determined to make a difference when and where it matters most, by being passionate, focussed and making a lasting impact for people affected by dementia.



Determined to make a difference

We're passionate, we're focused and we make a lasting impact for everyone living with dementia.



Trusted expert

We're listening, we're learning and we use experience and evidence.



Better together

We're open, we combine our strengths and we achieve more together.



Compassionate

We're kind, we're honest and we don't shy away from challenges.

Through our values we will make the greatest difference for people affected by dementia. Whether you are someone living with dementia, a family member or carer, a supporter, a donor, a colleague from another organisation, an employee or a volunteer, these four values will shape your experience with Alzheimer's Society.

Senior Infrastructure Engineer

Position in the organisation

Reports to the Infrastructure Services Manager
Member of our IT Team.
Part of our Technology directorate.

Purpose of this role

At Alzheimer's Society we are advisors, supporters, fundraisers, researchers, influencers, communicators, technical specialist and so much more. We are volunteers, we are employees, and together we are here to make a difference to the lives of people with dementia and their carers.

The Senior Infrastructure Engineer is responsible for the maintenance of the IT Infrastructure lifecycle with respect to both build and support functions. The role is responsible for ensuring an efficient response to IT Infrastructure incidents and tasks, as well as for developing and maintaining an effective and resilient IT infrastructure.

We are looking for someone who exemplifies our values, someone who is: **Determined to make a difference** when and where it matters most. **A trusted expert** who believes in working **Better together** and demonstrates true **Compassion**.

Key accountabilities and responsibilities

This role aligns primarily to SFIA Level 5 across the IT Infrastructure Operations (ITOP), Infrastructure Architecture (INAN), IT Operations (OPST), Systems Integration (SINT), and Network Engineering (RFEN) skill areas, with additional contribution from related SFIA capabilities where appropriate. Responsibilities of this role will involve:

- Support, maintain and enhance enterprise infrastructure across Azure cloud, identity, endpoint, network and core platform services.
- Design, implement and operate secure, resilient and scalable infrastructure solutions in hybrid environments.
- Lead complex incident investigations, drive timely resolution and conduct root-cause analysis to prevent further occurrences.
- Produce and maintain high-quality technical documentation, operational runbooks and service procedures to support delivery.
- Manage and optimise cloud platforms and productivity services in a live production environment.
- Apply Azure Well-Architected Framework principles to guide design, performance and operational decisions.
- Support optimisation initiatives, including cost management, service rationalisation and configuration standardisation.
- Embed secure design principles and support vulnerability management activities across infrastructure services.
- Work closely with the Security team to operate within established security frameworks, policies and compliance requirements.

- Lead on the application of modern identity protection approaches such as MFA, privileges access controls and conditional access.
- Work within formal IT service management processes, including incident, problem, change and configuration management.
- Maintain accurate configuration and asset data in line with CMDB and lifecycle management principles.
- Collaborate with suppliers and managed services partners to ensure service quality, performance and accountability.
- Build strong relationships with internal stakeholders, delivery teams and 3rd party suppliers.
- Influence decisions through expertise, evidence, clear reasoning and trusted technical advice.
- Contribute positively to the team culture, supporting colleagues to achieve our shared objectives.
- Commit to continuous learning and maintain technical skills and knowledge up to date.

We are looking for someone who can...

- Adhere to all the Society's service standards, policies and procedures.
- Comply with the data protection regulations, ensuring that information on clients remains confidential.
- Be responsible for personal learning and development, to support the learning and development of others and the whole organisation.
- Work in a manner that facilitates inclusion, particularly of people with dementia.
- Implement the Society's health and safety policy and procedures, ensuring that all practices and procedures are undertaken in accordance with a healthy and safe working environment and that all staff and volunteers for whom you may be responsible are aware of their responsibilities in respect of their role, monitoring data and recommending action as required.
- Administrate and organise own work to ensure that it is accurate and meets quality targets, reasonable deadlines, and reporting requirements.
- Follow the Society's management information guidelines and requirements, including ensuring appropriate monthly measures on service usage levels are collected and submitted on the services database or other systems in accordance with deadlines.

Person specification and selection criteria

The following technical capabilities are essential for success in this role and should be demonstrable through relevant experience.

Skills & knowledge	Application (A) or Interview (I)
Proven experience supporting enterprise server platforms and directory services.	A/I
In-depth understanding of identity and access management principles in hybrid environments.	A/I
Knowledge of core infrastructure services such as DNS, DHCP, policy management and authentication services.	A/I
Understanding of modern secure identity practices (e.g. multi-factor authentication, conditional access concepts, privileged access management).	A/I
Hands-on experience administering enterprise cloud platforms and SaaS productivity environments.	A/I
Experience managing virtual compute, storage, networking and identity within cloud environments.	A/I
Understanding of cloud governance principles including role-based access control, resource management and cost optimisation.	A/I
Familiarity with native cloud security tooling and monitoring capabilities.	A/I
Experience managing enterprise device platforms and modern endpoint management tooling.	A/I
Knowledge of secure operating system configuration and deployment methodologies.	A/I
Understanding of device lifecycle management and application dependency considerations.	A/I
Understanding of enterprise networking concepts including WAN connectivity, VPN, firewalling and secure remote access.	A/I
Awareness of hosted infrastructure environments and connectivity resilience considerations.	A/I
Ability to support troubleshooting across network and infrastructure layers.	A/I
Practical knowledge of vulnerability management processes and remediation workflows, as well as awareness of secure software and application practices.	A/I

Understanding of infrastructure security controls aligned to recognised standards or frameworks with the ability to support infrastructure components subject to regulatory or compliance requirements.	A/I
Effective troubleshooting and diagnostic capability across infrastructure domains, with the ability to analyse technical data and identify root causes.	A/I
Experience producing technical documentation, operational runbooks and service improvement recommendations.	A/I
Ability to prioritise workload effectively in a complex operational environment.	I
Experience working within structured service management frameworks (incident, problem, change and configuration management).	A
Understanding of configuration management databases and asset lifecycle principles.	A/I
Ability to work effectively within SLA/OLA environments and managed service partnerships.	A/I

Competencies & personal attributes	Application (A) or interview (I)
Be a team player, supporting colleagues when there are deadlines, and who knows when to ask for help themselves.	A/I
Be a self-starter and incredibly motivated.	A/I
Effective organisational and timekeeping skills.	A/I
Good attention to detail.	A/I
Non-judgemental communication.	A/I
Commitment to and understanding of equal opportunities.	A/I
Understanding of the inclusion agenda and its relevance within a diverse society.	A/I

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Our benefits



Financial Security

- Group Personal Pension Plan with Scottish Widows – with up to 8% employer contribution rate
- Life Assurance Scheme – two times your annual salary
- Society Plus and Smart Spending App – giving you unbeatable savings at hundreds of retailers



Health & Wellbeing

- Health Cash Plan
- 24/7 Employee Assistance Programme including online and face to face counselling
- Discounted gym membership with Society Plus
- Lived Experience Networks
- Mental health app and unlimited therapy



Personal Development

- Apprenticeships
- Women in Leadership development programme
- Leadership development programme
- Financial support towards relevant professional qualifications



Family & Dependants

- Enhanced family leave – 16 weeks paid for all parents
- Paid time off work for fertility treatments for both partners
- Paid carers leave
- Paid dependants leave
- Paid compassionate and bereavement leave
- Paid time off work to support those transitioning



Recognition

- Annual people awards
- Long service awards
- Thank you eCards
- Values Hero and Society Legend Awards



Work Life Balance

- Annual leave of 27 days increasing to 30, plus bank holidays
- Career breaks of up to 3 months
- Flexible working
- Wellbeing leave