BMA

Role profile

Role title	Platform Engineer Principal
Department and directorate	Technology Services
Grade	BMA Grade 5
Reports to (job title)	Technical Infrastructure Lead
Direct reports (job titles)	N/A

Job Overview– purpose of the role

*Describe as concisely as possible the overall purpose of the job and what success looks like. **Please limit this to a maximum of four or five sentences***

As part of the Platforms team, the postholder will be maintaining the BMA's on-premise and Azure IT infrastructure, ensuring our server and IT infrastructure estate is configured to meet security baselines, patched and backed up. The postholder will also be maintaining and monitoring the Azure back-end infrastructure and the Windows suite of domain services such as DNS & Group Policy.

Duties and Responsibilities

What are the core duties/responsibilities required to be performed in the role. (e.g., to provide a full range of administrative support services to the department including x,y,z)

Please provide a bullet point list

- Responsible for the configuration of our Windows Server estate, ensuring systems and the environment are managed to the highest demands of industry best practice
- Deploy Windows Servers into Azure utilising Bicep infrastructure as code to ensure a standard level of configuration
- Management of Azure infrastructure ensuring services and resources such as virtual machines and storage accounts are secure and scaled correctly by utilising best practices and tools such as Azure Advisor
- Complete regular IT operations such as, proactive monitoring, reactive and proactive support and maintenance tasks as necessary to ensure stability, security and performance of the infrastructure
- Manage server updates through tools such as Azure Update Manager, ensuring critical patches are applied within the business SLAs.
- Define and continually maintain security baselines and hardening for the server estate to ensure security best practice and standards such as ISO 27001 and Cyber Essentials plus are met
- Take ownership of addressing security vulnerabilities within the server and IT infrastructure estate, including configuration changes and software updating
- Ensure systems are successfully backed up through our backup solution, troubleshooting and escalating issues to our 3rd party when failures occur – including having reliable and resilient immutable backups
- Decommissioning of old servers and services, and performing housekeeping on the infrastructure and related services as needed (including DNS and firewall rules)
- Maintain core Active Directory domain services such as DNS, Group Policy and Users & Computers
- Ensure system documentation (including build, administration, support, recovery, rebuild, problem solving and diagnostic documentation) is maintained to the highest standard
- Implement major service changes, and when necessary, outside of normal working hours.
- To lead on project work in areas within your expertise, such as operating system upgrades

Duties and Responsibilities

- Monitor, prioritise and resolve support calls and service requests escalated by other IT staff, liaising directly with users as required
- Any other duties as reasonably directed

Skill (level and breadth of application)

What relevant experience is necessary to undertake this role? What specialist, technical or professional qualifications are required to be able to perform the job?

How far does the role extend out across the organisation, eg confined to own team, involves co-ordination with another department or requires regular negotiation with many other parts of the organisation. Why is this necessary? Describe the range of issues that are involved in this, eg resolving people's IT problems, collecting information on key research items or advising members on a particular issue.

- A minimum of 5 years' experience in an infrastructure administrator role or similar.
- Experience working within Microsoft Azure, with experience deploying and configuring services and an understanding of core cloud concepts
- Proven experience and specialist knowledge in managing a Windows Server estate
- Relevant technical qualifications in Microsoft and cloud-based technologies
- Awareness in ITIL, ideally trained and understands its importance within an IT function.
- Understand and have experience with change management processes
- A solid understanding of cyber security principles and experience with defining and maintaining security baselines across Windows devices
- Expert knowledge of the Windows domain services, such as DNS, Group Policy and Active Directory
- Understands the concept of hybrid infrastructure and the dependencies
- Experience of security patching at an operating system and application level
- Knowledge of infrastructure backups both cloud and on-premise, ideally with Commvault
- Excellent communication skills both written and verbal, the post holder will be required to communicate primarily within their own department, also with users across the Association and additionally with 3rd party suppliers.
- The ability to work as part of a team or on their own as and when the need arises.
- Provide training to other members of staff on technical products and procedures you have implemented as part of this role
- Evidence of staying abreast of developments in infrastructure and cloud computing and best practice information security standards.
- Proven experience of supporting a wide variety of current cloud solutions.
- An understanding of core networking concepts

Beneficial

- Working with Infrastructure as Code such as Bicep
- Experience working with SQL, within an on-premise and Azure environment
- Experience managing network appliances such as switches and firewalls
- Working knowledge of PKI Certificate Infrastructure
- Experience with Linux and Unix operating systems
- Knowledge of Azure Data Factory and Azure Synapse

Intellectual demands (complexity and challenge)

What sorts of problems, situations or issues are typically dealt with? Give any illustrative examples. How are the problems, situations or issues dealt with (eg undertaking original research and analysis or seeking specialist advice)?

To what extent are standard procedures and processes followed when undertaking typical tasks, and how is personal initiative used when solving problems? To what extent is creativity used in solving the problems (eg adopting different approaches, trying things that have not been done before within the organisation or improving/changing previous approaches).

Intellectual demands (complexity and challenge)

- The work can be divided into the following components – Problem resolution, day to day maintenance and project work. The post holder will be required to use their experience and knowledge to resolve problems. Issues can be escalated to the team leader.
- The administration of the systems once designed and setup can be dealt with using standard procedures. Where standard operating procedures are not available, the post holder will implement them.
- The post holder may need to research innovative technologies or processes to aid in continual service improvement.
- Work closely and daily across the team, BMA and BMJ to ensure all released changes meet sign-off requirements.
- Provide regular feedback to the teams on any key system issues.
- Work closely with existing 3rd parties and other external bodies to ensure continuous operation and to ensure any problems are dealt with as quickly as possible and breaks in service are kept to a minimum.
- The wide portfolio of applications and devices throughout the Association requires that before we can introduce new products, extensive research, and development (R&D) is carried out to ensure compatibility.
- Mass IT change and rollout management and responsibilities (Example: upgraded operating systems, updated version of Microsoft Office, anti-virus product on every desktop/laptop in the BMA/BMJ estate etc) while keeping the down time for the end user at a minimum.
- Creation of new systems procedures based on best ITIL practice where appropriate.

Judgement (independence and level and impact limitations)

What are the typical decisions that are made in the job without reference to any higher authority? What informs/constrains the decisions (eg expenditure limits, have to follow clearly laid down procedures or working within broad objectives). What influence upon policy, procedures or resources is there (eg giving advice to others)?

Who (or what) is next to be affected by the decisions that are made – for example, supervisor sees them before they leave the team or the whole department sees and has to respond to the change that is made. Give typical example(s) of the consequences of the decisions (eg what impact does the decision-making have on the performance of the team/section/department/organisation)?

- The post holder will be required to use their own initiative, to plan and organise their own workload and handle work in accordance within normal office protocols, and organisational policies and procedures.
- On a regular basis they will work without direct supervision and deal with routine matters without seeking further advice.
- The post holder will be responsible for bringing potential service affecting issues to the attention of management. These will include security threats that may comprise the integrity of the Associations infrastructure or data.
- Responsible for evaluating and specifying products that will meet business requirements.
- Providing technical lead on projects within any assigned workload.
- Ensure that standard operating procedures exist and are kept up to date.
- Ability to understand when to escalate problems or concerns to the Technical Infrastructure Lead

Use of resources (supervision of resources and influence)

What responsibility is there for managing people, equipment, budgets, resources, customer's welfare or confidential information? If this is a staff management role describe what is involved, eg staff reporting, staff development, appraisal, leading a department or the allocation of work.

How does the role fit within the organisation, eg support role, team member, team leader, specialist policy adviser, or leading major areas of core business?

- Work closely with existing 3rd parties and other external bodies to ensure continuous operation and to ensure any problems are dealt with as quickly as possible.
- Work closely and daily across the team, BMA and BMJ to ensure all released changes meet sign-off requirements.

Communication (level, internal and external demands and significance)

*What people are typically contacted (regardless of the medium) **inside** the Association, eg immediate colleagues, senior managers or administrators? Committee members are the only members classed as internal communication. Normal non-committee membership and doctors are external (see below)*

*Who is in regularly contact with the role holder **outside** of the Association, eg members who are not committee members, suppliers, members of the public? Approximately what percentage of the time is spent on external communications?*

What is the purpose of these contacts, eg conveying information, gathering data?

- Most of the internal contact is within the IT technical teams for both BMA and BMJ, there is also contact with senior managers across the organisation.
- Relaying relevant information to team representatives. Providing training and/or training material to ensure the teams are appropriately equipped to administer and support the services used by the Association.
- Providing regular feedback to the teams on any key system issues, briefing senior managers on data security trends. Working with 3rd party contactors, specialists, and consultants on implementation of new products as and when the need arises, also for gathering information on new products and procedures.

Physical demands & coordination (physical effort and mental strain)

Are there any unusual physical or mental demands of the role; for example, lifting heavy objects, standing for long periods, using VDUs extensively or high levels of concentration?

- There may be occasional periods where physically demanding tasks require the ability to safely lift heavy equipment when installing or decommissioning equipment into the Server rooms.
- A high level of concentration is required when working on complex problems in situations that could cause problems to the business if a wrong decision is made, or a process is missed.
- Prolonged use of VDUs over and above a standard use due to deploying technology or fixing problems that would require working extended hours.

Working conditions and emotional demands)

What are the environmental conditions in which the work is conducted, the social and emotional demands faced by the role and the pressures resulting from these?

Platform Engineer Principal - 04.25

Working conditions and emotional demands)

- Some flexibility is required to accommodate maintenance and upgrade work. Most work which has an outage will need to be scheduled for evenings or weekends/Bank holidays to minimise any impact to the running of the business.
- The role may also require occasional travel to other offices to often work out of hours unsupervised this impacts on social life as some of these require overnight stays or early starts or late finishes.
- There is a varying amount of stress from the weight of the importance/impact of some of this work.
- The job is conducted in a normal office environment and is not exposed to hazardous conditions or anti-social behaviour.
- The role contains minimal personal risk.

Values and behaviours

The post-holder is expected to execute their role in line with our four organisational values.

The following examples illustrate how we are using our values to inform how we act:

We Campaign, Organise and Represent
- We win positive changes at work and in wider society
- We are the trusted collective voice of our profession, seeking progress for doctors, medical students, our patients and populations

We are accountable and member-led
- Our representatives and staff work in partnership for and on behalf of our members
- We are open and democratic

We are expert and trusted
- We grow professional communities of practice to provide credible information, guidance and support
- We use our influence to champion advancement, innovation and professional development for the benefit of health and society

We find strength in unity and celebrate our diversity
- We seek to be fair and just, and foster respectful discussion of our differing (potentially conflicting) perspectives and contributions
- We fight prejudice and discrimination of all kinds
- We are committed to creating a culture that is inclusive of all members and staff
- We extend solidarity to each other and other groups

Sign-off

Manager:	Date:
Role holder:	Date: