

Job title	ICT Operations Engineer
Reports to	ICT Manager
Responsible for:	ICT Operational Systems

1. Purpose and Scope

As an ICT Operations Engineer, you will be part of the IT team. The team is responsible for Information and Operational technology across all of Cardiff Airports businesses.

As well as supporting traditional IT systems and services, you will be focused on supporting technologies key to the operational success of the airport.

This is a hands-on role, with a need to work in and around the vibrant nature of the airport, working towards targeted SLA's to support the business. You will have every opportunity to work on exciting new technologies and systems.

There is an expectation to co-ordinate and assist with the roll out of related projects within the businesses.

2. Key Accountabilities and Role Outputs

- Monitor Service Desk tickets and provide 2nd line onsite and remote support.
- Work to set KPI's to maintain the departments SLA to the business.
- Administer ICT Operational environments and services such as CUTE, CUSS.
- Provide incident and problem management for the airports IT operational systems including servers, desktop, network, CCTV, Access Control, kiosks, gates, software and more.
- Mentor and cross train team members on existing and new technologies.
- Periodic site visits to provide onsite support at sites in St Athan and Anglesey.
- Provide out-of-hours support for IT operation related emergencies as well as occasional out-of-hours maintenance.
- Document best practices and support procedures.
- Work with Project Managers to implement new projects to deliver new operational technology solutions.
- Develop and implement small projects to deliver new technology solutions.
- Produce systems documentation.
- Maintain inventory and asset configuration documentation.
- Carry out special tasks at Management's direction.
- Adhere to the company's policies.
- Undertake other duties as may be reasonably required.

- Provide training to other departments about how best to use the systems available within the business.

3. Health and Safety

It is our intention to demonstrate an ongoing commitment to improving health and safety at work throughout the airport. We will comply with all requirements of health and safety legislation.

In order to do this, all staff must have a good awareness and understanding of health and safety hazards and risks that may affect themselves, passengers or other people on-site and must comply at all times with excellence in conduct, behaviour and attitude.

Senior management will ensure that:

- adequate resources are provided for health and safety;
- health and safety is adequately assessed, controlled and monitored;
- Our people are actively involved in all aspects of creating and maintaining a healthy and safe working environment.
- It shall be the duty of every employer to ensure, as far as is reasonably practicable, the health, safety and welfare at work of all his employees.

4. Skills, Knowledge and Experience

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Educated to GCSE level or equivalent 	<ul style="list-style-type: none"> • Qualified in an IT discipline which must include specific studies in relation to IT. • ITIL foundation • Microsoft Certification (MCP) or equivalent certification.
Experience	<ul style="list-style-type: none"> • Previous experience working in an end-user desktop support role or computer operations environment. • Previous experience working on operational technology support role or computer operations environment. • Minimum 2 years' experience administrating windows domain environments. 	<ul style="list-style-type: none"> • Demonstrated experience delivering IT projects of small sizes and varied technology.
Knowledge	<ul style="list-style-type: none"> • Strong technical knowledge of Microsoft's Server Operating Systems 2008/2012/2016. • Strong technical knowledge of Microsoft's Client Operating Systems, primarily Windows 7/8/10. • Good technical knowledge of Backup & DR services. • Good knowledge of application support with MS Office and Office 365. • Good knowledge of VoIP Telephony systems. • Managing deployments / rollouts of IT systems and projects. • Active Directory Group Policy and user and group administration. • Excellent understanding of PC hardware set-up and configuration. • Good knowledge of LAN/WAN networking. • Ability to troubleshoot network issues. 	<ul style="list-style-type: none"> • NEC VoIP Telephone Technology. • Managing Aviation specific systems • Managing Access Control Systems • Managing CCTV systems • Good technical knowledge with managing server virtualization technologies like VMWare ESXi or Microsoft Hyper-V. • Good technical knowledge of SAN & NAS services • Strong technical knowledge of current network hardware, protocols, and standards, including TCP. • Microsoft Azure and/or AWS administration. • Backup and DR solution design.

	<ul style="list-style-type: none"> • Excellent telephone manner and language communication skills. • Ability to communicate effectively, both written and orally. • Ability to work accurately with detailed information and with attention to detail. • Hold an up-to date UK Driving license. 	
Skills	<ul style="list-style-type: none"> • Ability to work under pressure • Ability to work as an individual and as part of a team. • Ability to develop effective working relationships • Highly motivated and dynamic individual. • Excellent attention to detail • Professional and confident. • Self-motivated and uses own initiative to keep up to date on changes within their field. • Holds an up-to date UK Driving license 	
General	<ul style="list-style-type: none"> • Will report to ICT Manager. • The role will involve heavy manual work such as lifting and moving equipment, such as printers, servers, workstations, and computer racking. • Working in enclosed wiring environments. • Provide Emergency Technical Support and cover / out-of-hours works as necessary. • A flexible approach to working hours and duties, evening/weekend working will feature from time to time. • Requirement to travel to other sites for training or support. Sites are currently 	

	in the UK. Travel is expected to be infrequent. <ul style="list-style-type: none">• Undertake and maintain CTC Clearance.	
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Employee Signature: _____ **Date:** _____