



Job Description

Job Title:

Infrastructure Services Engineer

Responsible To:

Infrastructure and Security Manager – Technology

Responsible For:

None – Systems Engineer

Grade:

Scale 7 £39,152 – £42,839

Scale 8 £44,075 - £48,226

Hours:

36.25 hours per week

Location:

Lancashire Fire and Rescue Service, Service Headquarters, Garstang Road, Fulwood, Preston, PR2 3LH

Other terms and conditions:

- A Flexi Time Scheme is in operation.
- Ad hoc Car User

Special Requirements

- It is a requirement of the post that the post holder holds a current category 'B' (car) full driving licence and has a car available which meets the requirements of Lancashire Fire and Rescue Service.
- It is a requirement of the post that the post holder will be able to attend evening and weekend meetings/events as required.
- It is a requirement of the post that the post holder will participate in the out of hours rota, which is currently 1 week in 5 providing 24 x 7 DDaT support for a limited number of service functions.
- This role is subject to a Standard Check by the Disclosure and Barring Service.

Our Aim

The intended result of all our efforts is to: make Lancashire safer.

This is what we are here to achieve. We seek to do this by delivering prevention, protection, and emergency response services; using our trusted position in the community to influence the wider safety of people and working in partnership with other organisations where we have shared objectives.

Our Priorities

- Valuing our people so they can focus on making Lancashire safer.
- Preventing fires and other emergencies from happening.
- Protecting people and property when fires happen.
- Responding to emergencies quickly and competently.
- Delivering value for money in how we use our resources.

The way we work to achieve our priorities is as important as what we do, and our Service values 'Strive' reflects the behaviours we expect from our staff:

- Service: Making Lancashire safer is the most important thing we do.
- Trust: We trust the people we work with.
- Respect: We respect each other.
- Integrity: We do what we say we will do.
- Valued: We actively listen to others.
- Empowered: We contribute to decisions and improvements.

The Service values are underpinned by the national Core Code of Ethics for Fire and Rescue Services in England. The Core Code sets out five ethical principles, which provide a basis for promoting good behaviour and challenging inappropriate behaviour:

- Putting our communities first: we put the interest of the public, the community and service users first.
- Integrity: we act with integrity including being open, honest and consistent in everything we do.
- Dignity and respect: making decisions objectively based on evidence, without discrimination or bias.
- Leadership: we are all positive role models, always demonstrating flexibility and resilient leadership. We are all accountable for everything we do and challenge all behaviour that falls short of the highest standards.
- Equality, diversity, and inclusion: We continually recognise and promote the value of equality, diversity, and inclusion both within the Fire and Rescue Service's and the wider communities in which we serve. We stand against all forms of discrimination, create equal opportunities, promote equality, foster good relations, and celebrate difference.

Everyone in Lancashire Fire and Rescue Service is expected to behave in accordance with the Service values and to follow the Core Code, including those working with or on behalf of us.

You can read our full [Community Risk Management Plan](#).

Job Role

The Infrastructure Engineer role spans both cloud and on-premise infrastructure disciplines.

Core responsibilities include managing Exchange Hybrid, virtualisation platforms, server OS, enterprise-grade storage systems, backups, disaster recovery, high-availability services, and Virtual Desktops. You'll provide technical insight, support strategic initiatives, and help ensure our systems remain resilient, efficient, and aligned with best practices.

The role also involves designing resilient, high-performing systems that integrate seamlessly across virtual networks, storage platforms, servers, identity services, security controls, application hosting environments, and virtual desktop delivery infrastructure. You'll support system migrations, modernise legacy infrastructure, and help evolve our hybrid-cloud estate to meet current and future operational needs.

Collaboration is key. You'll work closely with Cyber Security, Networking, Software Development, Service Desk, and Business Systems teams, providing technical guidance during solution design and supporting cross-team projects. Knowledge sharing is also important—you'll contribute to training, guidance, and documentation to strengthen departmental capability.

You'll monitor and optimise performance across our infrastructure, quickly identifying and resolving bottlenecks, faults, or other issues. As a third-line escalation point, you'll provide advanced technical support to the service desk and tackle complex problems requiring deep specialist knowledge.

Overall responsibilities of the Infrastructure Services Engineer

- Responsible for the operation, support, and optimisation of the organisation's hybrid infrastructure estate, including on-premises, cloud, and virtualised environments
- Manages physical and virtual servers, Azure services, enterprise storage, core Windows and Azure platforms, and end-user compute services such as Citrix and Azure Virtual Desktop
- Monitors infrastructure availability, capacity, and performance, and leads the resolution of escalated and complex incidents and problems
- Delivers infrastructure maintenance activities including patching, upgrades, changes, and lifecycle management
- Supports and assures backup, disaster recovery, and business continuity capabilities
- Provides technical leadership on hybrid infrastructure projects, contributing to solution design, implementation, and ongoing optimisation

- Works closely with architecture, networking, cyber security, application, service desk, and supplier teams to ensure alignment with organisational strategy and standards
- Provides technical and security assurance, ensuring compliance with relevant policies, frameworks, and security standards
- Develops and maintains infrastructure standards, roadmaps, lifecycle plans, and technical documentation
- Manages supplier relationships and third-party dependencies related to infrastructure services
- Takes ownership of infrastructure-related risks, identifying mitigation actions and supporting governance and assurance activities
- Act as a responsible point of escalation for Service Desk for infrastructure related issues

Responsibilities whilst operating at a Scale 7

- **Server Management:** Support and maintain virtual (VMware), physical (HP/Dell), and cloud-hosted (Microsoft Azure) server environments.
- **SAN Management:** Administer and support enterprise storage systems, (Netapp, Dell & Qnap). Including monitoring capacity, performance, and availability.
- **Core Windows Services:** Support and maintain Active Directory, DNS, DHCP, Group Policy, and Hybrid Exchange services.
- **Core Azure Services:** Support and maintain core Azure services, including Entra ID, Exchange Online, and Intune.
- **Azure cloud architecture:** Support effective security and governance, including VNets, public/private endpoints, Well-Architected Framework principles, and Microsoft Purview.**Virtual Desktop:** Support and maintain virtual desktop environments. Provide day-to-day operational support and management of these platforms.
- **Microsoft Modern Workplace:** Collaborate with Microsoft Modern Workplace teams to support the organisation's M365 rollout and adoption programme, including contributing to planning activities, supporting change and adoption initiatives.**Incident Resolution:** Lead the resolution of escalated incidents and operational issues, ensuring timely and effective outcomes.
- **Monitoring:** Monitor system performance and availability, identifying and responding to issues to minimise service disruption.
- **System Upgrades:** Carry out routine system maintenance, patching, upgrades, and configuration changes in line with change management processes.
- **Backup & Disaster Recovery:** Support backup, recovery, and business continuity arrangements for infrastructure services.
- **Project Involvement:** Contribute to project delivery, ensuring solutions align with security standards, strategic objectives, and service requirements.

- **Security Compliance:** Apply and adhere to agreed security controls, policies, and standards, working closely with the Cyber Security team as required.
- **Documentation:** Contribute to and maintain technical knowledge bases, ensuring information is accurate, accessible, and supports knowledge sharing across the department.
- **Collaboration:** Work closely with Service Desk, application teams, and third-party suppliers to support effective service delivery.
- **On-Call Support:** Participate in out-of-hours and on-call support arrangements as required.

Responsibilities whilst operating at a Scale 8

(in addition to those of Scale 7)

- **Technical Leadership:** Act as the technical lead for hybrid infrastructure projects, providing direction and oversight throughout the delivery lifecycle.
- **Technical Designer:** Design, implement, and optimise hybrid infrastructure solutions to meet performance, resilience, and security requirements.
- **Incident Resolution:** Lead on complex incident resolution, problem management, and root cause analysis.
- **Technical Assurance:** Provide technical assurance for infrastructure changes, projects, and upgrades, ensuring solutions meet agreed standards and best practices.
- **Security Assurance:** Work closely with architecture, security, and networking colleagues to ensure infrastructure designs are secure, compliant, and aligned with best practices.
- **Supplier Management:** Manage supplier relationships and provide technical input into procurement, contracts, and service reviews.
- **Infrastructure Roadmap:** Develop and maintain infrastructure standards, roadmaps, and lifecycle plans to support current and future service needs.
- **Mentoring:** Provide technical mentoring and guidance to DDaT colleagues.
- **DDaT Strategy:** Contribute to DDaT strategy, business continuity planning, and disaster recovery testing activities.
- **Risk Management:** Take ownership of infrastructure risk management, including security, resilience, and capacity-related risks.

EMPLOYEE SPECIFICATION

Infrastructure Services Engineer			
Qualifications	Essential	Desirable	Assess By
ITIL Foundation	X		A,I
Degree in computing, IT, or infrastructure-related discipline, or equivalent professional certifications, or equivalent relevant hands-on experience in cloud and on-premises infrastructure.	X		A,V
Experience			
Virtual Desktop Services: Experience implementing and maintaining virtual desktop environments, including Citrix and Azure Virtual Desktop, ensuring secure and reliable end-user access	X		A,I
Server Infrastructure: Proven ability to implement, support, and maintain physical and virtual server infrastructure across on-premises and cloud platforms	X		A,I
Enterprise Storage Systems: Experience supporting and maintaining enterprise-grade storage solutions, including performance, capacity, and resilience management	X		A,I
Identity and Access Management: Strong experience designing, implementing, and maintaining hybrid Microsoft Active Directory services, including Entra ID and directory synchronisation	X		A,I
Core Microsoft Platform Services: Experience implementing and maintaining Microsoft services such as Group Policy, DNS, DHCP, and related infrastructure components	X		A,I
Powershell and Bash: PowerShell and Bash: Practical experience using scripting to	X		A,I

automate routine tasks, support operational activities, and assist with troubleshooting across cloud and on-premise environments.			
Messaging and Collaboration Services: Experience implementing and maintaining hybrid Microsoft Exchange and Exchange Online environments		X	A,I
Budgeting and Financial Awareness: Awareness of budgeting and financial monitoring techniques, including cost control and optimisation for infrastructure services		X	A,I
Knowledge, Skills and Abilities			
Knowledge of recent major Microsoft products including Windows Server, Office, 365 Enterprise Apps, AD, Exchange Hybrid, Entra ID etc.	X		A,I
Knowledge of designing and deploying Infrastructure as Code using Bicep, ARM or Terraform		x	A,I
Good organisational skills, ability to work on own initiative and with a minimum of supervision	X		A,I
Exhibit strong leadership and management skills, including the ability to inspire and guide teams through complex challenges.		X	A,I
Ability to work on own initiative and prioritise own and other workload	X		A,I
Ability to communicate (verbally) clearly and effectively	X		A,I
Able to produce and communicate basic and detailed technical information from notes to written reports to be easily understood by non-technical audiences	X		A,I
Ability to demonstrate a commitment to equality & diversity	X		I
Current UK Driving License	X		A
Occasional weekend and evening working	X		I

KEY

A -Application	I-Interview	V-Verification	T-Test	P-Presentation	R-Reference
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Progression Criteria

- Microsoft Certified: Azure Administrator Associate (AZ-104)
- Achieve Microsoft Certified: Windows Server Hybrid Administrator Associate (AZ-800/801) , or demonstrate equivalent experience in managing hybrid infrastructure.
- Contribute significantly to the design, optimisation, and technical assurance of hybrid infrastructure solutions, ensuring systems are resilient, secure, and aligned with organisational strategy across on-premises and cloud platforms.
- Implement improvements to infrastructure processes, monitoring, and operational practices to enhance performance, reliability, and scalability of services.
- Actively mentor team members and contribute to their professional development.

It is unacceptable for any Lancashire Fire and Rescue Service employee to be under the influence of alcohol or illegal drugs at work. Such employees pose unnecessary risks to themselves and to their colleagues. Further, the behaviour of those who work in safety critical roles and safety critical support roles can affect both the safety of members of the public and public confidence in the Authority. Lancashire Fire and Rescue Service has legal obligations under the Health and Safety at Work Act 1974 to take reasonable steps to ensure the safety of its employees, and employees are obliged not to endanger the health or wellbeing of others by their acts or omissions.

Special Requirements of the Post:

- It is a requirement of the post that the post holder holds a current category 'B' (car) full driving licence and has a car available which meets the requirements of Lancashire Fire and Rescue Service as detailed in the terms and conditions of the post, see further details.
- It is a requirement of the post that the post holder will participate in the out of hours rota, which is currently 1 week in 5 providing 24 x 7 DDaT support for a limited number of service functions.

Terms and Conditions

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Location:

Lancashire Fire and Rescue Service, Service Headquarters, Garstang Road, Fulwood, Preston, PR2 3LH

Car Parking:

Free Car Parking Facilities are available at Lancashire Fire and Rescue Service Headquarters.

Pension:

Local Government Pension Scheme

Annual Leave Entitlement:

Green Book

The annual leave year for business support staff runs from 01 April to 31 March.

The scale of annual leave is as follows:

Spinal Column Points 28-37

05 years: 28 days

59 years: 28 days

10 years and above: 31 days

Plus, bank holiday, plus 2 extra days which are accrued and taken if in post at Christmas/New Year. Staff employed at Lancashire Fire and Rescue Service Headquarters are also required to take some additional annual leave to facilitate the Christmas closure.

Other Terms and Conditions:

- National Joint Council for Local Government Services.
- Lancashire Fire and Rescue Service operates a flexitime scheme.

Car Categorisation

Ad Hoc plus paragraph below

Current Category 'B' (car) full driving licence. If it carries any endorsements, clearance will be required from the Head of Fleet and Technical Services before you can be appointed even if you are successful at interview.

It is also a requirement that you provide, at your own expense, a suitable vehicle for use when required on official business journeys.

If you use your own vehicle, you will be reimbursed for the use of the vehicle on authorised journeys in accordance with the "Lancashire Fire and Rescue Service Ad Hoc Car User Scheme".

The vehicle provided must be fit for purpose and meet the following requirements:

- Valid MOT test certificate.
- Maintained in accordance with the manufacturer's recommendations, kept in good condition and be always fully road legal.
- Insured for you to drive on official business journeys.
- It should be noted that the provision of your own vehicle does not preclude Lancashire Fire and Rescue Service requiring you to use service transport where this is considered more appropriate and in the interests of the organisation. However, it is a condition of employment that you will have the approved vehicle at your disposal whenever required for official business.

Clearances:

- Satisfactory references
- Standard Disclosure and Barring Service Check
- Occupational Health Assessment

It is unacceptable for any Lancashire Fire and Rescue Service employee to be under the influence of alcohol or illegal drugs at work. Such employees pose unnecessary risks to themselves and to their colleagues. Further, the behaviour of those who work in safety critical roles and safety critical support roles can affect both the safety of members of the public and public confidence in the Authority.

Lancashire Fire and Rescue Service has legal obligations under the Health and Safety at Work Act 1974 to take reasonable steps to ensure the safety of its employees, and employees are obliged not to endanger the health or wellbeing of others by their act or omissions.

To this end, Lancashire Fire and Rescue Service will screen all candidates selected for employment for illegal drugs and alcohol. This will be carried out at our Occupational Health Unit, under strict protocols and confidentiality. Any candidate who refuses to be screened will not be employed. Any candidate who tests positive for illegal drugs or unsafe levels of alcohol will not be employed.