# Lead IT infrastructure engineer

**Directorate**
Operations

**Team**
IT

**Reporting manager**
Head of IT

**Direct reports**
Senior IT engineer

## Our charity

We're Breast Cancer Now, the research and support charity. We're the place to turn to for anything and everything to do with breast cancer. However you're experiencing breast cancer, we're here.

The brightest minds in breast cancer research are here. Making life-saving research happen in labs across the UK and Ireland. Support services, trustworthy breast cancer information and specialist nurses are here. Ready to support you, whenever you need it. Dedicated campaigners are here. Fighting for the best possible treatment, services and care, for anyone affected by breast cancer.

Why? Because we believe that by 2050, everyone diagnosed with breast cancer will live – and be supported to live well. But to create that future, we need to act now.

## Overview of the directorate

The operations directorate provides professional support services for the organisation. Its role is to enable teams to achieve our strategic objectives and accelerate impact towards our long-term goals and achieving our vision. We do this through the development of commercial opportunities, legal compliance, finance, IT and facilities, business planning, people and organisational development, impact evaluation, insight gathering, innovation and strategy delivery

The IT team is responsible for the development, management and maintenance of IT across all Breast Cancer Now offices. This includes the data centre, servers, printers, copiers, applications, telecoms, mobile communications, and IT security.

## Job purpose

- Lead the technical design, build and optimisation of the organisation's IT infrastructure, ensuring it is modern, secure and scalable.
- Migrate the organisation's IT infrastructure to Microsoft Azure (hybrid model), taking

hands-on responsibility for the end-to-end design, build, and deployment.

- Provide hands-on technical expertise across cloud, on-premises and network infrastructure, ensuring operational excellence and service continuity.
- Continuously improve the organisation's infrastructure security posture, resilience, and alignment with best practice and compliance standards.
- Lead the delivery of infrastructure deliverables from design through to deployment, working in line with agile delivery methodologies and organisational best practices.
- Provide technical leadership and mentorship to engineers, strengthening technical capability across the team. Promoting collaboration, learning and best practice.
- Work with the Head of IT to support the development and maintenance of the IT infrastructure roadmap.
- Adopt a flexible approach in a changing environment and be prepared to travel throughout the UK and to work varying hours where needed.

**Key tasks and duties**

- Lead the full lifecycle of IT infrastructure across cloud (Azure), on-premises, virtualisation, networking, storage, security, identity, monitoring and backup.
- Design, build and maintain infrastructure solutions across cloud and hybrid environments that prioritise scalability, security, performance, and cost-efficiency.
- Manage networking infrastructure, including technologies such as firewalls, VPNs, LAN/WAN, DNS/DHCP, TCP/IP, VNets, NSGs, switching, routing, load balancers and network segmentation.
- Execute the technical design, build, and deployment of the organisation's move to a hybrid Azure environment, migrating core infrastructure and services from on-premises systems.
- Manage performance, reliability and capacity across all infrastructure components, ensuring systems are robust and resilient.
- Lead patch management, vulnerability management, and hardening across servers, endpoints, and network devices. Defining and maintaining processes to ensure security and compliance.
- Take ownership of maintaining accurate infrastructure standards, documentation, and operational runbooks to support effective system management.
- Take responsibility for the effectiveness of backup, disaster recovery, and business continuity systems, ensuring they are tested, documented and continuously improved.
- Develop and maintain effective monitoring and alerting across all infrastructure components, defining processes, escalation paths and review mechanisms to ensure effectiveness and continuous improvement.
- Collaborate with cross-functional teams and third-party providers to support the

delivery of infrastructure and integrated services across the organisation.

- Ensure the organisation achieves and maintains Cyber Essentials Plus certification and alignment with NCSC guidelines, leading audits and assurance activities.
- Conduct and manage risk assessments and security reviews across IT systems, infrastructure, and third-party suppliers.
- Take ownership of relationships with third-party suppliers and managed service providers, ensuring services meet agreed standards and provide value for money.
- Act as an escalation point for infrastructure and security incidents, troubleshooting and remediating issues to restore services quickly and effectively.
- Define, maintain, and continuously improve major incident playbooks and response processes, ensuring consistent and effective incident handling.
- Take ownership of the technical response to major infrastructure and security incidents, managing containment, remediation and recovery.
- Lead post-incident reviews for infrastructure and security incidents, identifying root causes and driving continuous improvement.
- Take ownership of implementing and managing infrastructure security across protection, detection and response, ensuring systems are resilient and secure.
- Support the development, review, and maintenance of IT policies, ensuring they remain accurate, relevant, and aligned with industry best practices.
- Work with the Head of IT to develop and maintain technical roadmaps for infrastructure and security, aligning delivery plans with organisational priorities.
- Act as a subject matter expert for infrastructure and security, providing technical expertise and assurance across organisational initiatives to ensure solutions are secure, resilient, and aligned with industry best practice.
- Identify, track, and remediate infrastructure and security operational risks, ensuring robust controls and assurance measures are in place and continually improved.
- Mentor and support engineers through hands-on technical guidance, resolving escalations and regularly sharing knowledge to build team capability.
- Any other duties within the scope and remit of the role, as agreed with your manager.
- Adhere to all Breast Cancer Now’s policies and procedures.

# Person specification

## Qualifications and experience

It's **essential** for you to have the following:

| | Method of assessment | |
|---|---|---|
| | **Shortlist** | **Interview** |
| Experience in an infrastructure technical lead role or demonstrable, transferable skills acquired from other roles. | X | X |
| Experience of managing staff, setting clear objectives and being responsible for their growth and development. | X | X |
| Significant experience of leading the maintenance and optimisation of IT infrastructure (cloud, hybrid and on-prem). | X | X |
| Strong hands-on experience of executing infrastructure migrations from on-premises to cloud (Azure hybrid), including personally designing, building, and deploying environments. | X | X |
| Extensive hands-on experience of managing enterprise infrastructure technologies across networking, storage, identity, email, security, backup, disaster recovery and monitoring. | X | X |
| Strong hands-on experience with networking technologies such as firewalls, VPNs, LAN/WAN, DNS, DHCP, TCP/IP, VNets, NSGs, switching, routing, etc. | X | X |
| Significant experience across Microsoft services such as Windows Server, Intune, Autopilot, Entra ID, Defender, AD, Purview, Exchange, SharePoint, VM's, Site Recovery etc. | X | X |
| Experience of implementing and managing infrastructure security technologies such as firewalls, EDR/XDR platforms, vulnerability management, encryption, SIEM etc. | X | |
| Experience of configuring and managing Microsoft security technologies (e.g. Defender for Cloud, Defender for Endpoint, Azure Security Centre, Sentinel, Conditional Access, MFA, Entra ID, DLP etc) | X | |
| Experience of establishing and maintaining security | X | X |

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| accreditations, controls and compliance frameworks such as Cyber Essentials Plus and NCSC guidance. | | |
| Experience of managing security assessments and compliance activities, including penetration testing, vulnerability management and audits. | X | X |
| Experience of working with and managing a portfolio of third-party infrastructure suppliers and contracts. | X | |

It's **desirable** for you to have the following:

| | **Method of assessment** | |
|---|---|---|
| | **Shortlist** | **Interview** |
| Specific experience in technologies such as Hyper-V, Veeam, Cisco Meraki, Fortinet Fortigate, Checkpoint, SAN/vSAN (StarWind), Cloudflare, Logic Monitor, KeepIT, Rapid 7, MiCollab, Kandji. | X | |
| Qualifications in relevant areas such as Azure, Windows Server, ITIL 4, Project Management, Networking and Security. | X | |
| Experience of contributing to or developing IT infrastructure strategy and roadmaps | X | |
| Experience with scripting or infrastructure automation (Powershell) | X | |

## Skills and attributes

It's **essential** for you to have the following:

| | **Method of assessment** | |
|---|---|---|
| | **Shortlist** | **Interview** |
| Excellent interpersonal skills with the ability to build and sustain strong stakeholder relationships in fast-moving, complex environments. | X | X |
| Exceptional written and verbal communication skills, with the ability to explain technical concepts clearly and appropriately to a range of audiences. | X | X |
| Strong analytical and problem solving skills. With the ability to evaluate and analyse new technologies to determine their applicability to solving key business challenges and needs. | | X |
| A proactive, hands-on approach, comfortable with | | X |

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| ambiguity and operating in a fast-paced, dynamic environment. | | |
| Self-motivated with a positive attitude, bringing energy, resilience, and a focus on continual improvement. Being a strong team player with an open and collaborative mindset. | | X |
| Excellent time management, prioritisation and organisational skills. | | X |
| Ability to design secure, scalable, and resilient IT infrastructure architectures. | X | X |

## Knowledge

It's **essential** for you to have the following:

| | Method of assessment | |
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| | **Shortlist** | **Interview** |
| In-depth knowledge of Microsoft Azure and hybrid cloud technologies (IaaS, PaaS, storage, compute, identity, security, monitoring). | X | X |
| In-depth knowledge of enterprise infrastructure components such as firewalls, VPNs, LAN/WAN, DNS, DHCP, TCP/IP, VNets, NSGs, switching, routing, etc. | X | X |
| Knowledge of IT disaster recovery and business continuity planning. | X | |

It's **desirable** for you to have the following:

| | Method of assessment | |
|---|---|---|
| | **Shortlist** | **Interview** |
| Understanding of Agile delivery methodologies and how they apply to IT Infrastructure delivery. | X | X |
| Knowledge of security and compliance standards such as GDPR, PCI-DSS & ISO27001 | X | |
| Knowledge of emerging security technologies such as AI-driven threat detection. | X | |

# Role information

## Key internal working relationships

You'll work closely with the following:

- Infrastructure team
- Head of IT
- All other directorate and teams

## Key external working relationships

You'll work closely with the following:

- A large portfolio of IT suppliers, vendors and managed service providers
- IT consultancy companies

## General information

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| **Role location and our hybrid working model** | This role can be based in our London, Sheffield or Cardiff office. Our hybrid working model allows you to work up to 3 days per week at home. The other days will be primarily based in:<br>London: 6th Floor, The White Chapel Building, 10 Whitechapel High Street, London E1 8QS (open Monday to Friday)<br>or<br>Sheffield: St James House, Vicar Lane, Sheffield S1 2EX (open Monday to Thursday)<br>or<br>Cardiff: Tudor House, 16 Cathedral Road, Cardiff CF11 9LJ (open Monday to Thursday) |
| **Hours of work** | 35 per week, Monday to Friday |
| **Contract type** | Permanent |
| **Medical research** | We fund medical research of which some may involve the use of animals. Our aim is to save lives and our research using animals is only when there's no alternatives. |
| **Conflict of interests** | You'll be obliged to devote your full attention and ability to your paid duties. You shouldn't engage or participate in any other business opportunity, occupation or role (paid or non-paid) within or outside of your contracted hours of work |

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| | which could impair your ability to act in the best interests or prejudice the interests of the charity or the work undertaken. |
| **Immigration, Asylum and Nationality Act 2006** | You shouldn't have any restrictions on your eligibility to indefinitely work or reside in the UK. |
| **Our commitment to equity, diversity and inclusion** | We're committed to promoting equity, valuing diversity and creating an inclusive environment – for everyone who works for us, works with us, supports us and who we support. |

# How to apply guidance

We hope you choose to apply for this role. In support of your application, you'll be asked to submit your **anonymised** CV which means removing all sensitive personal information such as your name, address, gender, religion and sexual orientation. You're also asked to provide a supporting statement. When doing so please ensure you refer to the essential criteria on the person specification and clearly provide as much information as possible with examples to demonstrate how and where you meet the criteria.