



Job Description & Person Specification

Job title	Senior Cloud and Infrastructure Engineer
Service	IMT
Location	Winchester & Andover offices
Grade	9
Reports to	IT Infrastructure and Cloud Manager
Date	Aug 2026
Our Values and behaviours	
We expect all our employees to live by and demonstrate our values and behaviours that lay the foundation of how we work. Our six values are: KINDNESS COLLABORATION ACCOUNTABILITY EQUITY, DIVERSITY AND INCLUSION AUTHENTICITY PRIDE IN OUR DEMOCRACY AND PUBLIC SERVICE For full details, please visit our website: Our Vision and Values Test Valley Borough Council	
Main job purpose	
To provide technical expertise in the design, implementation, administration and ongoing management of cloud-based systems and infrastructure, with a key focus on Microsoft 365 and Microsoft Azure. This includes managing Azure resources, virtual machines, storage, networking, identity, integration, monitoring, security controls, governance and cost optimisation. To ensure the Council's infrastructure and cloud technology stack remain secure, resilient, scalable, well maintained and aligned with business objectives, service needs and recognised good practice for operational resilience.	
Main responsibilities and duties	
• Work as part of the IT Shared Services Cloud and Infrastructure Team, providing technical expertise in the design, planning and management of infrastructure, architecture and systems, including Microsoft 365, Azure, cloud services, SaaS, IaaS, PaaS, on-premises infrastructure and core systems. • Lead Projects, including the configuration, administration and continuous improvement of Microsoft 365, Azure and cloud services, acting as the subject matter expert for Microsoft 365. Provide guidance on best practice, platform upgrades and emerging capabilities to ensure services remain secure, resilient, scalable and aligned with business requirements. • Support the development and implementation of M365 security, compliance and governance policies, including the configuration of Microsoft Purview, Data Loss Prevention, single sign-on and Conditional Access controls.	

- To implement robust security measures to protect the overall infrastructure and data. To establish access controls, implement and maintain retention, encryption, monitor for vulnerabilities, and ensure compliance with relevant regulations and standards.
- Provide 3rd line support to troubleshoot, investigate, diagnose, and resolve any infrastructure or cloud related Incidents & Requests in a timely manner via the Service Desk system. To provide technical support and guidance to resolve complex problems, working closely with other teams and stakeholders.
- To document system designs, configurations, and procedures. To create technical documentation, guidelines, and best practices to ensure the knowledge is shared within the team and across the Service.

To ensure that service delivery complies with current regulations, accepted professional standards, the Council's policies and procedures and appropriate legislation. This includes legislation on equalities, health and safety and safeguarding children and vulnerable adults.

Supervision and management

This is a senior role within the Cloud and Infrastructure team, working alongside three Infrastructure Engineers. While the role does not include direct line management responsibilities, it will provide mentoring and guidance to engineers within the team and colleagues across the wider IMT department.

Resources

Infrastructure and Cloud Services in excess of £1M

Contacts and relationships

Working environment

This is an office-based role.

Other Factors

- Evening and weekend working required
- Must be able to travel to Hampshire wide locations and occasionally to further locations some of which may not be easily accessible by public transport

Criteria Everything included in this section needs to be able to be objectively measured in one of the following ways: application form, certificates, testing, interview or references.	Essential (E) Desirable (D)
Educational and professional qualifications	
Relevant degree in computer science or information technology or equivalent level of technical experience Professional Certifications in relevant areas - Azure / M365 (i.e. Microsoft Azure Administrator (AZ-104), CompTIA etc) or equivalent demonstratable experience IT Infrastructure Library (ITIL3/4 or above) Foundation or equivalent level of experience.	Essential Essential Desirable
Knowledge	
Strong Knowledge of administrating M365, Entra, Identity & Access management, Microsoft Purview, One Drive and Intune Exchange Online, Mailbox management, SMTP and Email Routing Strong knowledge of Azure administration, migrations, Networking (VNETs, NSG's VPN's) Server administration, Backup and DR, Strong knowledge SaaS, PaaS, IaaS, Windows Server environment, AD, GPO, DHCP, DNS and Server Patching Network LAN, SD WAN & VPN and System Architecture. Strong Knowledge of PowerShell / Scripting	Essential Desirable Essential Essential Desirable Essential

Experience	
Minimum 3 years' experience, with Microsoft 365 platform administration including, identity management, Entra, conditional access, MFA, Enterprise applications management.	Essential
Minimum 3 years' experience, with Microsoft 365 security including, Implementation and management of Purview, DLP, information protection	Essential
Minimum 3 years' experience in Hybrid cloud environments - on-premises, SaaS, PaaS, IaaS & Azure	Essential
Experience with Desktop virtualisation – e.g Azure Virtual Desktop	Desirable
Cyber security and compliance	Essential
Demonstratable ability with scripting language such as PowerShell & Automation	Essential
Proven experience in Server and Network management & Installation, reconfiguration, fault resolution, performance evaluation.	Essential
Key skills	
Good written and verbal communication skills	Essential
Active Directory and Entra	Essential
Microsoft Exchange / Exchange online	Desirable
Network security systems (e.g. firewalls, Switches & APs)	Desirable
Cloud technology/ infrastructure, preferably Microsoft Azure.	Essential
Desktop Virtualisation - Azure Virtual Desktop	Desirable
LAN / WAN / VPN Topologies	Desirable
Scripting i.e. PowerShell	Essential
Ability to create technical documentation and user guidance materials	Essential
Personal qualities and behaviours	
Ability to work under pressure / Well organised	Essential
Team worker / Mentoring and knowledge transfer to others	Essential
Desire to achieve required outcomes	Essential
Desire to learn new skills	Essential
Ability to work with staff at all levels within the organisations	Essential
Ability to set and communicate realistic expectations in terms of outcomes	Essential

Corporate Responsibilities

All employees are required to adhere to corporate policies, procedures and codes of conduct; full details can be found on the intranet or from your line manager. Particular aspects include:

Health and Safety - Every employee while at work has a duty to take reasonable care for the health and safety of himself/herself and of other persons who may be affected by his/her acts or omissions at work - Health and Safety at Work Act 1974.

All employees are required to adhere to the Council's corporate policy, procedures associated with their duties and to undertake tasks/training in that context, as required.

Safeguarding - This Council is committed to safeguarding and promoting the welfare of children and young people and vulnerable adults and expects all employees and volunteers to share this commitment, and to adhere to the Council's Safeguarding Policy.

Equalities – This Council is committed to providing equal opportunities for all. We believe that employing people from different backgrounds with a range of perspectives and experiences helps us to deliver high quality services to all our residents. We employ people based on their abilities and potential, regardless of any protected characteristics.

Social Media - Employees are required to adhere to social media corporate policies and to undertake tasks/training in that context as required. Employees must not bring the Council into disrepute through their use of social media either personally or on behalf of the Council.

Financial – Employees are required to adhere to the Council's financial regulations and to undertake tasks/training in that context, as required.

Risk Management - Employees are required to adhere to the Council's risk management strategy and to undertake tasks/training in that context, as required.

Data Protection and Data Security - We hold and process information about our customers and as such we are legally obliged to protect that information. Data protection is important for the Council, and employees are required to understand and adhere to relevant policies and procedures.