

Job Description – Cloud and Infrastructure Engineer

Department	Technology
Work level	3
Reporting to	Head of Cloud and Infrastructure
Direct reports (yes or no)	No

Job purpose

- Provide hands-on engineering, support and change delivery across MIB's cloud, infrastructure and platform services. The role delivers second and third-line support, implements secure and recoverable platform changes, reduces technical debt, improves automation and ensures infrastructure services are stable, monitored, documented and supportable. Engineers are expected to work across BAU incidents, project delivery, lifecycle activity and continuous improvement, with clear evidence of testing, rollback planning and operational readiness for each change.
Hands-on administration and engineering responsibilities for Microsoft 365, SharePoint Online, Teams, OneDrive, Entra ID, Intune, backup and recovery. The role should also support the controlled introduction of Microsoft 365 Copilot, Power Platform and Dynamics 365, including access controls, configuration, monitoring, documentation and operational support. Microsoft 365, SharePoint, Teams and Entra administration should be made essential, with Copilot, Dynamics, Power Platform and broader data and AI platform experience included as desirable skills.

Key accountabilities

- Deliver second and third-line support for cloud, infrastructure, platform, endpoint and related Microsoft services.
- Implement approved infrastructure changes, ensuring configuration, testing, rollback, documentation and evidence are completed.
- Support patching, vulnerability remediation, monitoring, backup, capacity, lifecycle, access and configuration management activity.
- Build and maintain repeatable infrastructure patterns using automation, scripting and Infrastructure as Code where appropriate.
- Investigate incidents and problems, identify root causes and implement service improvement actions to prevent recurrence.
- Maintain operational documentation, runbooks, knowledge articles, diagrams and handover material for Service Desk and Service Management.

Key accountabilities

- Support disaster recovery testing, backup validation, service continuity activity and technical control evidence.
- Work with suppliers and internal teams to resolve escalations, track actions and maintain supportable service designs.
- Provide extended technical support to the Service Desk where required, acting as an escalation point for cloud, infrastructure and Microsoft platform services, while enabling knowledge transfer, improving first-line resolution and supporting effective service request fulfilment.

Role requirements

- Experience supporting Azure, Windows Server, Microsoft 365, Entra ID, networking, endpoint, storage, backup or hybrid infrastructure services.
- Practical understanding of monitoring, backup, patching, change control, incident/problem management, access control and operational documentation.
- Experience with scripting, automation, Infrastructure as Code, DevOps tooling or configuration management desirable.
- Ability to work within controlled change, release, testing and service transition processes.
- Strong problem-solving skills and ability to work across internal teams, vendors and service management processes.
- Customer-focused mindset with a strong commitment to secure, stable, evidenced and supportable services.
- Desirable experience includes SharePoint administration, Microsoft Dynamics and broader Microsoft 365 administration or support.