The Royal College of Radiologists

Infrastructure Engineer Candidate pack

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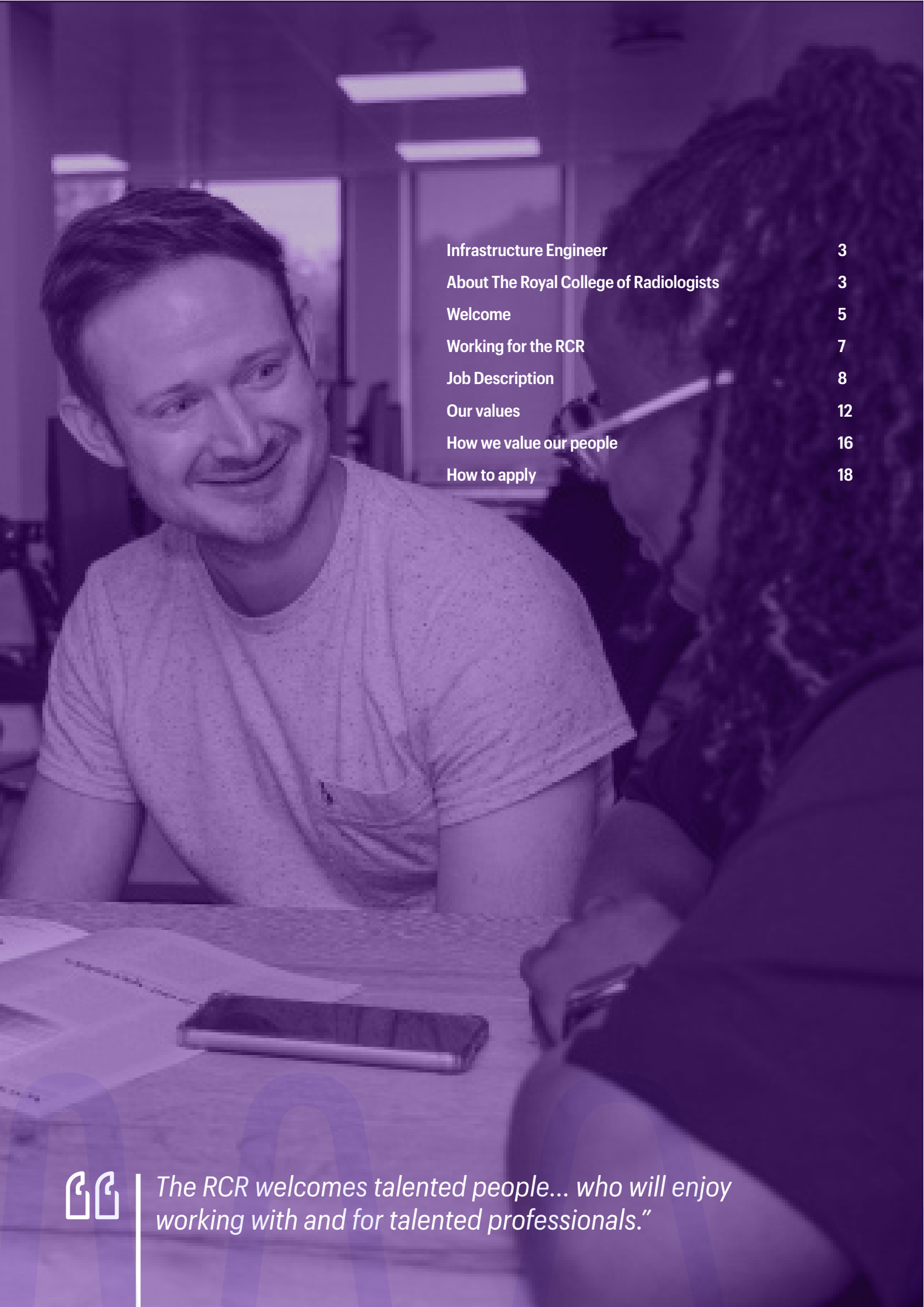
> *The RCR welcomes talented people... who will enjoy working with and for talented professionals."*

Infrastructure Engineer

Salary:	£37,761 per annum, with pay progression up to £41,638 per annum within two years employment, plus excellent benefits
Location:	Central London, with flexible working
Hours:	Full-time/35 hours per week
Contractual status:	Permanent
Closing date for applications:	23:59 1 June 2025
Interview date:	Shortlist interviews are scheduled for 5 June 2025 and selection interviews are scheduled for 16 June 2025

About The Royal College of Radiologists

Are you interested in making a real difference in the healthcare sector to improve imaging and cancer care for all?

At The Royal College of Radiologists (RCR), we're the leading professional membership body for clinical radiologists and clinical oncologists and a registered charity who educate and support doctors throughout their career. With over 14,000 members in the UK and internationally, together we're contributing to the advancement of each new generation of doctors and helping to improve patients' lives.

We require a broad range of skills and experience to deliver our strategic goal of increasing the clinical radiology and clinical oncology workforce, which will ultimately lead to improving imaging and cancer care services for all.

If you're inspired by our **strategy** and **values**, and are passionate about helping us meet our ambitious goals in an environment that celebrates differences, values diversity and recognises that everyone here plays a role in the success of the College, then we encourage you to consider a career at the RCR.

Welcome

Thank you for your interest in working with the RCR. I hope that you will find the information in this Candidate Pack useful, in addition to the content on our website: www.rcr.ac.uk

The last few years at the RCR have seen much growth and development. We have improved the range and quality of the services and support offered to our membership. We have grown the external profile of the RCR's work and increased awareness of the value of our medical specialities to patients and the public. We have created life-saving guidance and expanded our work globally to many different countries. We've revised how we train and examine our doctors to ensure they continue to be the best in the world, plus much, much more. We are ambitious to continue this success and build into the future.

Our Strategic Priorities from 2019 are:

Workforce

Support excellent, safe patient care by working collaboratively on team-wide standards across imaging and oncology. Define our doctors' professional needs for the future and shape sustainable workforce models for our patients and our specialties to realise them.

Be the experts

Highlight to the public and stakeholders the contribution our specialties make to safe, evidence-based and cost-effective patient care. Contribute meaningfully to the debate on the future of healthcare both in the UK and overseas.

Professional learning

Develop our educational offer to support our doctors to meet the challenges of practice, working with others where appropriate, sharing ideas where possible. Adopt new educational models rapidly to ensure continuing equity of access to high-quality products.

Membership value

Support all members and Fellows to deliver the best care for patients, for their entire career regardless of where or how they practice.

Our College

Shape a College that is demonstrably agile and responsive, accountable and open, supporting our specialties and the patients we treat.

The RCR is growing – in what we achieve, our income and our staff. We are a great team that focuses on improving the lives of patients through our doctors. Our culture is friendly and ambitious, underpinned by a continuing commitment to develop and support all our employees.

We are a *London Living Wage Employer* (www.livingwage.org.uk) not only for our employees, but also in respect of our contractors.

The RCR welcomes talented people who share our ambition, commitment who will enjoy working with and for talented professionals.

I look forward to hearing from you.

Yours sincerely
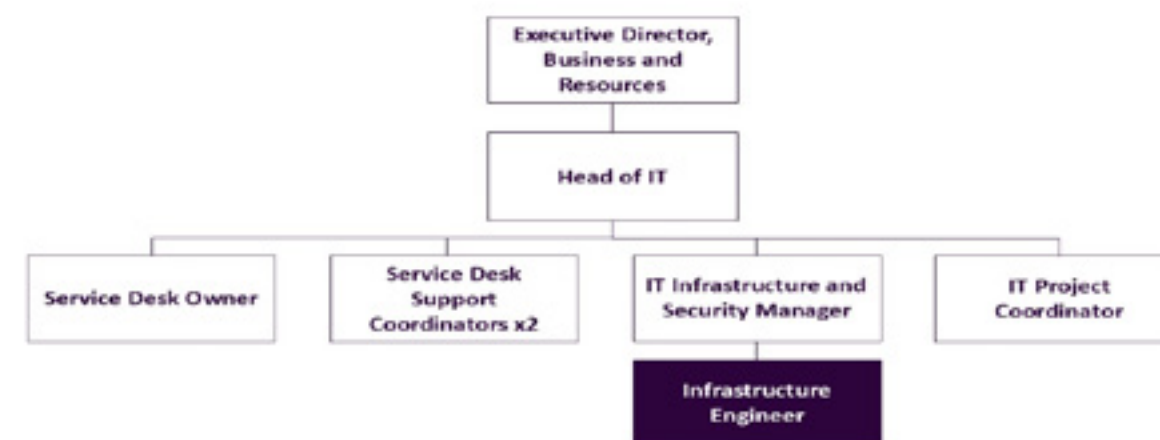
Working for the RCR

The RCR is a membership body and a registered charity. The trustee board is mainly made up of practising clinical oncologists and clinical radiologists and is accountable to the membership at large. Each specialty has its own Faculty which agrees policy and the range of support, advice and guidance offered to doctors in the specialty. The executives of the RCR are the eight Officers (doctors) who work closely with the senior management team (the Chief Executive and Executive Directors for Communications, Education, Professional Practice and Business and Resources) supported by about 100 other employees.

The Business and Resources Directorate/IT Team

The successful candidate will join a dynamic and high-performing IT team. As an Infrastructure Engineer, you will be pivotal in designing, implementing, and maintaining the College's IT infrastructure. Your responsibilities will include managing network systems, servers, storage devices, and other related hardware, software, and cloud platforms. Furthermore, you will serve as an escalation point for the ServiceDesk team and support the Infrastructure and Security Manager in implementing and managing security protocols to protect company data and systems from potential threats.

Where the job fits

Executive Director, Business and Resources
→ Head of IT
→ Service Desk Owner | Service Desk Support Coordinators x2 | IT Infrastructure and Security Manager | IT Project Coordinator
→ Infrastructure Engineer

Job description

Job title:	Infrastructure Engineer
Responsible to:	IT Infrastructure and Security Manager
Responsible for:	N/A
Contract terms and hours:	Permanent, full time
	Periodic out-of-hours work will be required
Location:	63 Lincoln's Inn Fields, London WC2A 3JW with flexible working
Flexible working:	Employees are required to work from the office for at least 40% of their working week.

The role

Overall purpose

Working with the Infrastructure & Security Manager, the Infrastructure & Platforms Officer will support the design, implementation, management, and operation of technology systems and services within the College. This incorporates Cloud services, hosting, on-premises network and server infrastructure (physical & virtual), in addition to the installation, configuration, and management of end-user devices (e.g. MFDs, PCs Smartphones, etc.), and supporting the implementation of system patching.

The role aims to ensure the College has a reliable and robust technology infrastructure, whilst ensuring that it adheres to Cyber & Information Security standards and ensures robust Cyber & Information Security controls and measures are maintained.

Main areas of responsibility

a.	Infrastructure
b.	Cyber Security and Information Security
c.	Examinations Support
d.	General

Responsibilities

a. Infrastructure

1. Support the design, implementation, management, and operation of technology systems and services, including but not limited to third-party hosting, networking on-premises servers (physical & virtual) Cloud services.
2. Ensure the stability of the College's technology infrastructure by effectively managing the implementation of changes to maximise system security and performance whilst minimising system down-time / disruption.
3. Monitor and maintain technology systems and infrastructure to ensure their efficient and reliable operation.
4. Help ensure technology services meet internal Service Level Agreements (SLAs).
5. Diagnose hardware, software and system technical issues as they may arise.
6. Respond to technology support escalations via the IT Service Desk.
7. Working with the Service Desk team to ensure the build and configuration of the College's laptop and mobile device estate are standardised via Intune.

b. Cyber Security and Information Security

8. Assist with proactive and reactive monitoring of network and system activity to identify vulnerabilities and potential Cyber Security threats.
9. Assist in investigating potential Cyber Security or Information Security incidents, determining their severity, and implementing responses to mitigate threats.
10. Undertake regular hardware and software patching and monitor patching status across the College technology estate.
11. Assist in implementing, maintaining and testing technology security standards (e.g. Cyber Essentials) and resiliency measures such as backups, failover testing, firewall(s), intrusion detection, etc.
12. Participate in raising awareness of Cyber Security & Information Security best practises across the organisation.

c. Examinations Support

13. Provide proactive and reactive advice and guidance to the IT Service Desk team on examinations systems
14. Assist with the on-site set-up and testing of IT equipment and software needed for examinations.
15. Provide technical support and guidance to College examiners.

d. General

16. Provide resolution of general user IT problems and issues which impact the College's technology systems (hardware & software), and associated facilities, including Audio-Visual & Video Conferencing.
17. Assist in delivering technology projects and initiatives within agreed costs, requirements, and timescales.
18. Oversee and support the work of third-party Service Providers and College Service Desk team members working on infrastructure and Cyber / Information Security related projects.
19. Create and maintain technical documentation so it can be referenced by colleagues as a self-service resource.
20. Support the Service Desk Manager in the delivery of technical training for the Service Desk team to ensure effective first-contact problem resolution, and act as escalation point where necessary.
21. Support the College's sustainability policies to reduce its carbon footprint.
22. Undertake such duties appropriate to the level of the postholder's experience as may be required as directed by the Infrastructure & Security Manager or the Head of IT.

Key working relationships

Internal working relationships

- IT department team members.
- Digital Products department team members.
- All College colleagues (staff) and Officers.

External working relationships

- Examiners.
- Key technology suppliers and partner organisations.

Scope and limits of authority

Decision making level	• Direction and work priorities as determined by the Infrastructure & Security Manager in liaison with the Head of IT, and organisational projects and priorities.
Financial resources	• Ensure all technology purchases (hardware, software, and services) are made through a College approved supplier with the appropriate authorisation gained.
Other resources	• Supporting network and server infrastructure, Cloud services, and end-user devices including Audio-Visual and Video Conferencing facilities.
People management	• N/A
Legal, regulatory and compliance responsibility	• Ensure activities are compliant with relevant Cyber Essentials practises. • Ensure activities are compliant with the Data Protection Act (2018 & UK GDPR). • Ensure activities are compliant with relevant College Health & Safety policies.

The person

	Essential (E) or Desirable (D)
Knowledge, qualifications and experience	
CompTIA A+ and/or CompTIA Network+ and Microsoft 365 Certified: Fundamentals or equivalent experience.	E
Experience with recording and tracking IT issues using a Ticketing system.	E
Advanced knowledge and working experience of using and troubleshooting of Microsoft 365 applications (including Teams), SharePoint Online, Windows Server 2019 (or higher) and Intune, along with user account and security group administration via Microsoft Entra and Active Directory.	E
Familiarity of supporting Windows 10 Pro or Windows 11 Pro and macOS, undertaking PC builds (including installation of software packages) and patching using automated deployment tools.	E
Experience of supporting and troubleshooting network infrastructure devices.	E
Awareness of basic Cyber & Information Security practices and principles, and standards.	E
Skills and abilities	
Accurate use and understanding of English.	E
Excellent interpersonal, oral, and written communication skills, an accurate use and understanding of English and good presentation skills, including the ability to provide support and guidance to non-technical colleagues across the College.	E
Ability to listen to and understand the needs of stakeholders, shape expectations around service delivery from a non-IT perspective and explain complex issues clearly in verbally and in writing with the ability to adapt style to different audiences.	E
Strong critical thinking skills, able to identify workarounds and resolutions where documentation is not already present and ability to challenge ways of working and identify improvements and suggest solutions to problems.	E
Self-starter, confident in own ability initiate and progress work, and knowing when to consult or involve others with ability to work effectively within the team and collaboratively with colleagues across the College.	E
Self-motivated and able to work effectively with a team complimented with excellent organisational skills with the ability to handle a high volume of detail.	E

Other Requirements

To be able to apply candidates must be able to also fulfil the following requirements:

- Candidates must have the right to work in the UK to be able to apply for positions at the RCR
- Commitment to equality and valuing diversity and understanding of how this applies to delivery of own area of work.
- Commitment to the aims and charitable objectives of The Royal College of Radiologists.
- Self-awareness.
- Enthusiasm for learning and developing new skills and taking on new duties.
- Committed to own continuing professional development.
- Demonstrable commitment to providing a high degree of customer service to colleagues, Officers, Members and other stakeholders.

Our values

People focus

We treat everyone fairly and with respect, actively listening and responding appropriately, while recognising individual differences.

Integrity

We are open, honest and transparent. We strive to reflect and learn from experience in every area of our work to deliver the right outcome.

Making a difference

We strive for excellence. We make a difference by setting standards and empowering our membership and our staff through personal development and lifelong learning.

We recognise that patients' best interests underpin everything we do.

Behavioural competencies

The RCR's Competency Framework defines the behavioural competencies required from all staff to contribute effectively in their role and within the wider organisational team.

Communicating effectively

The success of the College depends on how it communicates with its membership and other stakeholders. Employees need to know their audience(s) and communicate with them in a way which meets stakeholder needs and expectations as far as possible.

Working together

The College's effectiveness and reputation depends on efficient and collaborative working, both within and beyond the team. This includes all employee colleagues, Officers, other Fellows and members and often others outside the College.

Personal effectiveness

The College is most effective when employees take ownership of their work, understand the context of that work, deliver effectively to achieve required results and demonstrate a positive attitude to taking on additional responsibilities or learning new skills.

Customer focus

We should all provide excellent services to all customers but notably to the membership and staff colleagues. Focusing on those and other customers, and understanding and responding appropriately to their needs, is key to the success and sustainability of the College.

Embracing change

We must all play a part in ensuring that the offer the College makes continues to be effective and relevant in meeting customer needs. This will involve changes to what we do and how we do it. We all need to play our part in embracing change.

How we value our people

Benefits

We offer all our employees a fantastic range of benefits to help you enjoy a great work-life balance, look after your wellbeing and plan for the future.

A modern and welcoming working environment

We've made sure our office in a prime central London location is a destination people want to come and work in – it's open-plan and spacious, with areas for meetings, collaborative working and concentrated workspaces. We also have kitchen facilities well-stocked with plethora of teas and two very fancy coffee machines for everyone to use

There are lots of things going on when you come in too, including learning and development sessions with doctors talking about their work, tea and cake get-togethers, free massages monthly and monthly town hall meetings where staff can share updates and ask questions. We even have our own social committee and organise regular fun events, which are a great way for you to get to know your co-workers.

Excellent pension scheme and life assurance

We like to help our staff save for the future and provide an excellent employer pension contribution. We also have a life assurance and personal accident policy which covers all employees up to four times their annual salary.

Hybrid working

At the RCR we only hire great people, and we value being able to bring everyone together to bond, build great working relationships and generate amazing and innovative ideas.

We embrace remote working, and our staff are able to work remotely for up to 60% of their working time, with 40% in the office. All staff are provided with a laptop to allow them to work remotely, along with equipment such as desks and chairs to make sure they're comfortable when working from home.   Our offices are open throughout the working week though, and staff are always welcome to come in as often as they wish.

Wellbeing support

We like to make sure everyone at the RCR is supported, both professionally and personally, so in addition to our excellent line managers and supportive HR team, we've invested in training a number of dedicated staff members passionate about mental Health as Mental Health First Aiders. We also provide an Employee Assistance Programme, that's has a 24/7 helpline so if you ever have any personal problems or concerns, there's always somewhere to turn for help and advice.

Generous annual leave allowance

Working hard is important, but taking a break matters just as much. Everyone starts with a 25-day annual leave allowance per year and that increases with service too.

Interest-free season ticket loan and cycle to work scheme

To make sure you're able to get into the office in the way that best suits you we offer all staff the option to take out an interest-free season ticket loan to help cover the cost of travelling, as well as a cycle to work scheme for those of us who like to be more active on their commute. If you do choose to cycle in, we have somewhere safe to leave your bike and showers to use if you want to freshen up before work.

Festive spirit

We know taking a break at the end of the year is important to our team. To ensure everyone gets a well-deserved rest to spend time with loved ones, we usually close our office between the Christmas and New Year period – gifting the extra days off to all staff, in addition to their usual annual leave.

Making a real difference

In addition to all the great benefits we've listed above, we believe the main reason people want to join the RCR is because you also get to go to work knowing your role has an impact on the lives of doctors and patients.

Equality and diversity

Every day, our colleagues are making a difference by helping to improve imaging and cancer care for all. This starts by having the best talent, and that is only possible with a diversity of thinking, diversity of background and experience, and diversity of skills.

Diversity means better ideas, better solutions and more innovation. It's why one of our key priorities is to ensure our workforce reflects the communities we serve.

We're committed to creating an inclusive workforce and working environment for us all to enjoy – where everyone is able to bring their whole self to work to create change and reach new heights of creativity.

You can find our equality, diversity and inclusion committment **here** as well as our equality and diversity policy **here.**

Great purpose, great people, great working environment and clear direction of travel."

How to apply

The closing date for applications is 23:59 1 June 2025

Please submit a CV and a covering letter (of no more than a page and a half) submitted as Full name, Role , CV/CL together with a completed, **Diversity Monitoring Form.**

It is important that your covering letter includes a clear statement in support of your application, which demonstrates how you meet the essential (and, where applicable, desirable) criteria described in the table entitled 'the person'.

We expect you to meet the points listed under ''other requirements'' of the Person Specification as a pre-requisite for applying for this position. However, you are not required to address these points in your written statement. We will explore them further if your application is taken to the next stage(s) of the recruitment process.

The application process is the first chance we have to assess your suitability for the role you're are applying for, and as such, we ask that your application is written by you, and that you do not use AI tools such as ChatGPT to create your application. Where we suspect AI tools have been used to create your application you unfortunately won't be shortlisted for the next stage of the recruitment process. We hope that you respect this request in line with our value of integrity **Values & strategy | The Royal College of Radiologists (rcr.ac.uk)**

Applications should be emailed to **jobs@rcr.ac.uk**

If you have not heard further from the RCR within a fortnight of the closing date, you should assume that you have not been shortlisted for interview on this occasion.

Shortlisted candidates will be invited to attend first stage interviews on 5 June 2025

If you consider yourself to have a disability and require a hard copy pack
or a different format, for example large print, please contact the HR team at **jobs@rcr.ac.uk**

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