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# Infrastructure Engineer - Core Applications

HM Revenue and Customs

**Apply before 11:55 pm on Monday 9th February 2026**



**HM Revenue  
& Customs**

**Reference number**

445506

**Salary**

£45,544 - £49,523

Plus a Flexibility Payment

A Civil Service Pension with an employer contribution of 28.97%

**Job grade**

Senior Executive Officer

**Contract type**

Permanent

**Business area**

HMRC - CCG - Fraud Investigation Service

**Type of role**

Digital

**Working pattern**

Flexible working, Full-time, Job share, Part-time

**Number of jobs available**

1

## Contents

Location

About the job

Benefits

Things you need to know

Apply and further information

## Location

Manchester Regional Centre - Three New Bailey

# About the job

## Job summary

Discover what it's like to work in a compliance role that makes an impact. Could you help us shape a stronger, fairer future? Your next career move starts here.

|

HMRC's Fraud Investigation Service (FIS) is responsible for the department's civil and criminal investigations.

Covert Operations, Digital Exploitation (CODE) sits within FIS. Working across Law Enforcement and government, CODE provides investigative tools and covert techniques to front-line investigations and works with key partners to develop and provide access to new technology and systems to enable investigators to respond to serious and complex tax evasion and crime.

The team is responsible for delivering and maintaining a specialist sensitive specific IT infrastructure and national network of services to HMRC investigators with a footprint in geographically spread across 24 sites. The infrastructure supports the secure use of data to enable HMRC to deliver elite investigation services.

CODE Technology is responsible for delivering a broad portfolio of change initiatives, both to sustain and transform FIS's legacy sensitive technologies and to deliver innovative new solutions, designed around our customers' needs. CODE works in an integrated way to combine digital and technology change, project delivery, business process, product management and cultural change to maximise impact and ensure sustainability.

## Job description

This role sits within CODE Technology which is a specialist division within the wider CODE Capability, Development, Infrastructure & Innovation (CDII) which has an integral role in His Majesty's Government's fight against serious and organised crime, supporting investigations totalling hundreds of millions

of pounds each year.

As FIS grows, so does the need for Infrastructure support. The Senior Infrastructure Engineer role is an amazing opportunity for any experienced, forward thinking and focused individual who has a passion for technology.

If you flourish with dealing with diverse challenges, enjoy delivering exceptional support to users, growing your knowledge and want to work with a like-minded and supportive team then this may be the role for you.

As a senior IT Infrastructure Engineer, you will ensure robust, reliable high-performance systems and services meet business needs. You'll be responsible for building, administration, maintenance, and monitoring of diverse systems. This includes servers, storage, endpoint management, networks, telephony, and business applications.

Working to the Infrastructure lead, you will collaborate closely with fellow engineers to provide third-line support and project delivery across a wide spectrum of dedicated and bespoke IT systems. You'll also engage frequently with other teams and departments outside of IT to achieve shared objectives. This role offers the opportunity to influence the future technical direction within a dynamic and innovative team environment which is vital to the successful delivery of FIS Infrastructure and Technology.

## **Person specification**

We are looking for an enthusiastic, resilient individual who can deliver in an impactful way within a fast-paced environment with shifting priorities.

**This is an office-based role with field engineering requirements. There are extremely limited opportunities to Work From Home.**

This is an IT Technical role, and you will already have an Infrastructure background with technical understanding of infrastructure i.e. Server Operating System Management and Core Network Services

For this role you must be:

A UK national - Civil Service recruitment: nationality rules - GOV.UK

**Hold SC** clearance or be willing to be SC cleared to take up duty and be

prepared to attain DV clearance.

For further information please see the Additional Security Information section below.

The successful candidate will be undertaking the following (but not limited to):

**Technical responsibilities:**

Overseeing the core services and infrastructure of on premises networks - according to industry and organisational best practices, and Key Performance Indicators (KPIs) throughout the product life cycle.

Provide specialist technical support in BAU and projects ensuring delivery of functional and non-functional requirements and continual service improvement

Assisting in the provision of outstanding services and ensuring consistent levels of capability.

Working with technical architects and engineers to translate architectural designs into products and services.

Managing supporting third party vendors and suppliers in providing infrastructure services.

Providing input into overall management - workforce, budget, technology roadmaps, projects and tasks.

Provide direct support in the active management of strategic capacity planning.

Responding to incidents and problems within agreed SLA s

**Leadership responsibilities:**

Lead and direct infrastructure specialist teams in building, managing, supporting and maintaining solutions.

Develop and coach less experienced team members, sharing technical

knowledge and best practice.

**Additional responsibilities** - may include conducting technical workshops to assess business requirements to support possible changes to existing services, identifying requirements and quantifying benefits.

**Travel and On Call** - Regular travel within the UK for meetings and infrastructure work will be required with occasional overnight stays. You will be required to work out of hours on an on-call rota, weekdays and weekends. Candidates must live within reasonable daily travel, which is usually an hour each way of your base office.

CODE Technology are responsible for part of the on-premises infrastructure for HMRC meaning flexible office attendance cannot be guaranteed.

### **Essential Criteria**

Experience with On Prem Server operating systems - Linux, SLES / RedHat and Microsoft Server

Experience with On Prem - Workstation Build Process and managing Windows 11 Enterprise

Experience with On Prem - User Authentication and Privilege Access Management

Good working knowledge of Microsoft Desktop and Server environments (Active Directory and Group Policy, Certificate Infrastructure, User file storage, Virtual Desktop Infrastructure (VDI), Email, Printing, DNS, DHCP, Windows 11, SQL)

Good understanding of ITIL-based Service Management and Operations (particularly Request Fulfilment, Incident/Problem/Change Management) with experience of Service Transition

Experience of leading technical projects

Good understanding of cyber security best practice in relation to the above criteria

Experience of taking full accountability of problems and proactively resolving technical issues to meet business requirements

Experience of developing and coaching junior colleagues and a genuine willingness to share knowledge for the benefit of the team

Understanding of networking concepts (e.g. VLANs, VPNs, ACLs, DNS, DHCP, and TCP-IP).

### **Desirable Criteria**

Full UK Driving Licence  
An IT-related degree or other qualification/certification (e.g. CompTIA, Cisco, HPE etc)  
ITIL 3 or V4 foundation certification knowledge of linux-based operating systems and scripting  
Experience in commercial and Government grade Cryptography devices  
A good understanding of the Government Security Classification system  
Experience with OpenText Products - ZENworks, OES, DSFW, iPrint, Groupwise, Self Service Password Reset  
Experience managing and installing SQL databases.

## **Further Information**

This post attracts a Level 2 Flexibility Payment (FP) that is paid monthly with salary. This FP allows HMRC flexibility to change your work pattern, at short notice, to meet business needs. You will be expected to undertake periods of On Call. You will also be expected to work additional hours, at weekends and outside your normal working hours/days (including bank holidays).

In applying for a position and accepting the FP you agree that you can and will meet those attendance requirements.

FP levels are reviewed annually on a business need and personal basis and may be subject to change.

If you currently receive the Flexibility Payment, which may include Transition Protection and/or a Maintained Pension Value, moving to a new role may affect your payments.

Details of the Flexibility Payment can be found in the attached document.

## **Additional Security Information**

The successful candidate will be required to apply for Developed Vetting (DV) clearance level once in post but must already hold or be willing to obtain Security Check (SC) clearance level before starting the role.

If you do not already hold SC clearance, in addition to the standard pre-employment checks for appointment into the Civil Service, all candidates must also obtain National Security Vetting at Security Check (SC) clearance level for this vacancy. You will normally need to meet the minimum UK residency period as determined by the level of vetting being undertaken, which for SC is 5 years UK residency prior to your vetting application. Once in

post you will be required to apply for Developed Vetting (DV) clearance which has a requirement for 10 years UK residency. If you have any questions about this residency requirement, please speak to the vacancy holder for this post. This post is open to UK Nationals Only .

Civil Service Nationality Rules can be found in [Civil Service recruitment: nationality rules GOV.UK](#)

CODE have a support network that can offer assistance to colleagues throughout the DV process. CODE understands the experience of obtaining DV clearance affects individuals differently with the process being in depth and intrusive. The network consists of CODE DV cleared volunteers who will be able to guide you through the process and systems and look to alleviate any concerns.

### **A full UK Driving Licence**

We recognise that some people cannot drive due to a disability or underlying health condition and may not be able to meet this requirement. Where this applies, you can apply but will need to declare that you require a reasonable adjustment at the point you receive a provisional offer. The vacancy holder will then discuss your specific requirements to consider if this can be reasonably accommodated in this role.

### **Behaviours**

We'll assess you against these behaviours during the selection process:

Making Effective Decisions

Leadership

### **Benefits**

Alongside your salary of £45,544, HM Revenue and Customs contributes £13,194 towards you being a member of the Civil Service Defined Benefit Pension scheme. [Find out what benefits a Civil Service Pension provides.](#)

HMRC operates both Flexible and Hybrid Working policies, allowing you to balance your work and personal commitments. We welcome applications from those who need to work a more flexible arrangement and will agree to

requests where possible, considering our operational and customer service needs.

We offer a generous leave allowance, starting at 25 days and increasing by a day for every year of qualifying service up to a maximum of 30 days.

Pension - We make contributions to our colleagues Alpha pension equal to at least 28.97% of their salary.

Family friendly policies.

Personal support.

Coaching and development.

To find out more about HMRC [benefits](#) and find out what it's really like to work for HMRC [hear from our insiders](#) or visit [Thinking of joining the Civil Service](#)

## Things you need to know

### Artificial intelligence

Artificial intelligence can be a useful tool to support your application, however, all examples and statements provided must be truthful, factually accurate and taken directly from your own experience. Where plagiarism has been identified (presenting the ideas and experiences of others, or generated by artificial intelligence, as your own) applications may be withdrawn and internal candidates may be subject to disciplinary action. Please see our [candidate guidance \(opens in a new window\)](#) for more information on appropriate and inappropriate use.

### Selection process details

This vacancy is using [Success Profiles \(opens in a new window\)](#), and will assess your Behaviours and Experience.

### How to Apply

As part of the application process, you will be asked to provide the following:

**CV** - A name-blind CV. Your CV should set out your career history (max 500 words) and for each role include:

A brief description of your duties

Skills and experience

Key achievements

Any additional wording over the 500 words may not be considered.

**Personal Statement** - A 750-word Personal Statement. Your Personal Statement should provide clear and compelling evidence in no more than 750 words how your skills, experience, and approach meet the essential criteria outlined in the job description.

We're looking for examples that show what you've done and how you've done it. To help structure your response effectively, consider using the STAR format (Situation, Task, Action, Result) to format your examples. This will allow you to highlight your contributions and impact in a concise and meaningful way.

Please make full use of the 750-word limit to present a comprehensive and well-rounded picture of your suitability for the role.

Please ensure that all examples provided in your application are taken directly from your own experience and that you describe the examples in your own words.

**Desirable Criteria** - Please complete a separate statement (Max 250 words) for the Desirable Criteria. This is not essential for the role and will not be automatically scored and may only be considered by the vacancy-holder where candidates have the same scores at sift or interview.

Further details around what this will entail are listed on the application form.

## Sift

At full sift your CV and your Personal Statement will be assessed, with the successful candidates being invited to interview.

We may also raise the score required at any stage of the process if we receive a high number of applications.

## **Interview**

During the panel interview, your behaviours and technical skills will be assessed, to determine your suitability for the role.

At interview you will be asked 2 behavioural questions

Making Effective Decisions

Leadership

and 4 technical questions to test your technical skills and understanding in the following areas:

Desktop and Server Operating Systems - Linux, SLES / RedHat and Microsoft Server / Windows 11 Enterprise

User Authentication and Privilege Access Management

Active Directory / Group Policy / DNS / DHCP

Certificate Infrastructure

Interviews will take place face to face in Manchester Regional Centre - Three New Bailey. Sift and interview dates to be confirmed.

## **Travel Costs for Face to Face Interviews**

For HMRC staff - HMRC will usually meet the necessary travel costs for HMRC colleagues who need to attend an interview as part of application for a new post within HMRC. Please see the guidance and discuss any queries with your current line manager, as funding will come from their budgets.

For non-HMRC staff (OGD) travel expenses will not be paid by HMRC.

## **Eligibility**

Please take extra care to tick the correct boxes in the eligibility sections of your application form. We understand mistakes sometimes happen but if you contact us later than two working days (Monday-Friday) before the vacancy closes, we will not be able to reopen your application for you. If you do make a mistake with your eligibility form, or have withdrawn yourself in error and need your application reinstated whilst the campaign is still live, please contact us via: [unitybusinessservicesrecruitmentresults@hmrc.gov.uk](mailto:unitybusinessservicesrecruitmentresults@hmrc.gov.uk) Use the subject line to insert appropriate wording for example Please re-open

my application **[insert vacancy ref]** & vacancy closing date **[insert date]** . To check that you are eligible to apply for this role, please review the eligibility information before submitting your application.

### **Reserve List**

A reserve list may be held for up to 12 months from which further appointments may be made for the same or similar roles if this applies to you, we'll let you know via your Civil Service Jobs account.

### **Merit List**

After interview, a single merit list will be created, and you will only be considered for posts in locations you have expressed a preference for. Appointments will be made in strict merit order in line with the set number of roles in each location.

### **Criminal Record Check**

Applications received from candidates with a criminal record are considered fairly in accordance with the DBS Code of Practice and the Recruitment of ex-offenders Policy.

### **Reasonable Adjustments**

We want to make sure no one is put at a disadvantage during our recruitment process. To assist you with this, we will reduce or remove any barriers where possible and provide additional support where appropriate.

If you need a change to be made so that you can make your application, you should:

Contact the UBS Recruitment team via [unitybusinessservicesrecruitmentresults@hmrc.gov.uk](mailto:unitybusinessservicesrecruitmentresults@hmrc.gov.uk) as soon as possible before the closing date to discuss your needs.

Complete the **Assistance required** section in the **Additional requirements** page of your application form to tell us what changes or help you might need further on in the recruitment process. For instance, you may need wheelchair access at interview, or if you're deaf, a Language Service Professional.

### **Additional Security Information**

Please note: in addition to the standard pre-employment checks for appointment into the Civil Service, all candidates must also obtain National Security Vetting at Security Check (SC) clearance level for this vacancy. You will normally need to meet the minimum UK residency period as determined by the level of vetting being undertaken, which for SC is 5 years UK residency prior to your vetting application. If you have any questions about this residency requirement, please speak to the vacancy holder for this post.

From 1 April 2026, applicants will be required to meet updated nationality and residency requirements so that National Security Vetting (NSV) checks can be conducted. If this affects you, we will give you more information at the

appropriate time.

### **Important information for existing HMRC contractual homeworkers**

Please note that this role is unsuitable for contractual homeworkers due to the nature and/or requirements of the role.

### **Terms and Conditions**

Customer facing roles in HMRC require the ability to converse at ease with members of the public and provide advice in accurate spoken English and/or Welsh where required. Where this is an essential requirement, this will be tested as part of the selection process.

HMRC has a presence in every region of the UK. For more information on where you might be working, [review this information on our locations](#).

The Civil Service values honesty and integrity and expects all candidates to abide by these principles. The evidence you provide in your application must relate to your own experiences.

Any instances of plagiarism or other forms of cheating will be investigated and, if proven, the relevant application(s) will be withdrawn from the process.

Recording of interviews is prohibited unless explicit agreement is sought in line with the UK General Data Protection Regulations.

Questions relating to an individual application must be emailed as detailed later in this advert.

Applicants who are successful at interview will be, as part of pre-employment screening, subject to a check on the Internal Fraud Database (IFD). This check will provide information about employees who have been dismissed for fraud or dishonesty offences. This check also applies to employees who resign or otherwise leave before being dismissed for fraud or dishonesty had their employment continued. Any applicant's details held on the IFD will be refused employment.

A candidate is not eligible to apply for a role within the Civil Service if the application is made within a 5 year period following a dismissal for carrying out internal fraud against government.

New entrants will join on the minimum of the pay band.

Please note that, if you are applying for roles on a part-time basis, the salary agreed will be pro-rata, reflective of the working hours agreed within your contract.

If you experience accessibility problems with any attachments on this advert, please contact the email address in the 'Contact point for applicants' section. For more information for people applying for, or thinking of applying for, roles at HM Revenue and Customs, please see link: [Working for HMRC: information for applicants - GOV.UK](#).

Feedback will only be provided if you attend an interview or assessment.

## **Security**

Successful candidates must undergo a criminal record check.

Successful candidates must meet the security requirements before they can be appointed. The level of security needed is [security check \(opens in a new window\)](#).

[See our vetting charter \(opens in a new window\)](#).

People working with government assets must complete [baseline personnel security standard \(opens in new window\)](#) checks.

## **Nationality requirements**

Open to UK nationals only.

## **Working for the Civil Service**

The [Civil Service Code \(opens in a new window\)](#) sets out the standards of behaviour expected of civil servants.

We recruit by merit on the basis of fair and open competition, as outlined in the Civil Service Commission's [recruitment principles \(opens in a new window\)](#).

The Civil Service embraces diversity and promotes equal opportunities. As such, we run a Disability Confident Scheme (DCS) for candidates with disabilities who meet the minimum selection criteria.

The Civil Service also offers a Redeployment Interview Scheme to civil servants who are at risk of redundancy, and who meet the minimum requirements for the advertised vacancy.

## **Diversity and Inclusion**

The Civil Service is committed to attract, retain and invest in talent wherever it is found. To learn more please see the [Civil Service People Plan \(opens in a](#)

[new window](#)) and the [Civil Service Diversity and Inclusion Strategy \(opens in a new window\)](#).

## Apply and further information

This vacancy is part of the [Great Place to Work for Veterans \(opens in a new window\)](#) initiative.

Once this job has closed, the job advert will no longer be available. You may want to save a copy for your records.

### Contact point for applicants

Job contact :

Name : Habib Akram

Email : [habib.akram@hmrc.gov.uk](mailto:habib.akram@hmrc.gov.uk)

Telephone : 03000593655

Recruitment team

Email : [unitybusinessservicesrecruitmentresults@hmrc.gov.uk](mailto:unitybusinessservicesrecruitmentresults@hmrc.gov.uk)

### Further information

Appointment to the Civil Service is governed by the Civil Service Commission's Recruitment Principles. You have the right to complain if you feel there has been a breach of the Recruitment Principles. In the first instance, you should raise the matter directly via [ubsrecruitmentcomplaints@hmrc.gov.uk](mailto:ubsrecruitmentcomplaints@hmrc.gov.uk). Please note that we do not accept complaints or appeals regarding scoring of outcomes of campaigns, unless candidates can provide clear evidence that the campaign did not follow the Recruitment Principles. If you are not satisfied with the response, you may bring your complaint to the Commission. For further information on bringing a complaint to the Civil Service Commission please visit their website.

