

Job Description

Infrastructure Engineer

Department	IT Support Services
Location	Abingdon, UK
Summary of Job	To perform day to day infrastructure tasks, lead the implementation of small infrastructure projects, perform some System Administration tasks as required and provide support to all System Administrators and Infrastructure Engineers.
Reporting Structure	Reporting to the IT Support Services Manager No direct staff reports
Essential Functions	<ul style="list-style-type: none"> • To provide excellent telephone and face-to-face support to internal and external customers. • To provide extensive support and guidance where required to IT Administrators and Infrastructure Engineers in their job functions • Correctly execute standard operational procedures (e.g. system back-ups), as required. • Follow and maintain procedures within the company QMS • IT service desk incident logging, follow up and resolution. • Extensive documentation of problem resolutions, operating procedural changes and managing Infrastructure operating documentation (e.g. SOPs) • Lead in the implementation of small infrastructure projects, provide a key role in the larger projects. • Lead in the maintenance and development of certain areas of network infrastructure, assist with network infrastructure security. • Ensure IT policy compliance in internal and external audits. • Take proactive ownership of overdue and ongoing problematic incidents. • Complete the installation of infrastructure hardware and software. • Creation of infrastructure metrics for IT Management as required.
Job Requirements	<p>Education</p> <ul style="list-style-type: none"> • Preferably educated to at least 'A' Level standard or equivalent with Maths, English and Computer Science to at least GCSE level. <p>Experience</p> <ul style="list-style-type: none"> • Significant experience in networking infrastructure and excellent working knowledge of the below technical skills.

Technical Skills

- Microsoft Windows client/desktop operating systems (XP, 7 and above)
- Client/Desktop Applications (Microsoft Office, Adobe Suite, etc)
- Microsoft Windows Server/network administration and support (2008 and above, Active Directory Services)
- Understanding of Storage technologies (Storage Area Networks)
- Enterprise routers (Cisco) and Firewalls (Fortigate)
- Server hardware
- Telephony (VoIP)
- Networking protocols (TCP/IP)
- VMware administration

Good knowledge of:

- ITIL and its usage in a customer service environment
- MS SQL 2008/2010 knowledge: reports/SQL
- HP Switch configuration and management – including the CLI
- Data centre planning, setup and management
- VMware setup, configuration (e.g. clusters, hosts, installation, templates)
- Network design, configuration and maintenance across varied topologies and cabling technologies including Fibre and Wi-Fi

The following skills would be advantageous:

- Networking including OSPF and BGP for resilience
- Data centre Design and planning, setup and management **including support systems such as UPSs and Generators**
- VMware Architecture and design, setup, configuration and maintenance (e.g. clusters, hosts, installation, templates)

Non-Technical Skills

- Basic project management skills
- Strong customer focus
- Helpful and dedicated customer service attitude
- Approachable, friendly, and tenacious
- Excellent written and verbal communication skills
- Excellent team player
- Excellent attention to detail
- Enthusiastic, encouraging and committed approach
- Flexibility in working hours and able/willing to travel
- Good and methodical problem- solving ability
- Willingness to learn new skills
- Ability to work under pressure in order to meet deadlines
- Driving licence
- On call requirement (rota)

Physical Demands

- Significant amounts of travel by car
- Walking between departments on site.
- Moving IT equipment
- Sitting at a desk

Working Conditions

- Own workstation
- Working in an air-conditioned shared office