

# INFRASTRUCTURE ENGINEER

## Key Responsibilities

- Primary responsibility is to perform ongoing administration of core SaaS services such as Office 365, Exchange Online, Azure Active Directory, ADFS and PKI
- Monitor Infrastructure systems using a range of tools and reacting to problems
- Support and offer improvement on our internal Windows & Linux server estate and datacenter infrastructure running on Azure Cloud
- Ensure Service Desk tickets are dealt with in line with the relevant SLAs and KPIs
- Deliver face to face support and technical expertise to end users
- Investigate problems, according to impact, through to resolution or error identification
- Managing Infrastructure changes in accordance with the Change Management procedures

## Skills & Experience

### Essential

- Minimum 3 years' experience working in an infrastructure, network, or server support role
- Experience managing and supporting several technologies and environment including MS Windows Servers (2012, 2016 & 2019), Linux servers, Active Directory, Group Policy as well as monitoring the performance of the infrastructure
- Solid working knowledge of Linux (ideally CentOS/RedHat)
- Have a solid foundation in Networking and Network principles
- Microsoft Desktop systems and applications (MS Windows 10, MS Office, MS Office 365)
- Have good all-round troubleshooting, fault finding and problem-solving capabilities
- Demonstrable experience with cloud servers and technologies (Azure)
- Knowledge of security best practices, ideally with experience managing environment in-line with standards
- Automation workflow creation
- OS lifecycle management and patching

**Desirable**

- MCSE specialist certifications in desktop and operating system technologies
- Ability to create scripts in Python, Bash or PowerShell
- Experience with Puppet and Ansible
- Infrastructure-as-Code tools such as Terraform
- Experience of monitoring solutions such as Zabbix, ELK