

# Full Job Description

## Level 3 - Infrastructure Engineer

Full Time

Office and Field based - Wigan

Permanent

Salary: £40,000.00 - £45,000.00pa

Due to continued growth, ABtec Computer Solutions LTD, a leading Managed Service Provider have a fantastic career opportunity for an Infrastructure Engineer to join their existing team in this specialised role.

ABtec's customer base includes schools, colleges and many other business types from the private sector.

ABtec are a Microsoft Gold partner and Crown Commercial Supplier. We specialise in cloud solutions as well as providing cyber security solutions.

### About the role:

The position is based at our Wigan Office but will also be expected to travel to our customer base.

You will already have at least three years' experience providing 3rd line support to clients in a Microsoft environment. You will be dealing with clients face-to-face including escalations and so previous experience working in this setting is essential.

### Key Responsibilities

- **IT infrastructure.** You will build, configure, administer and support infrastructure technologies and solutions such as: computing, storage, networking, physical infrastructure, software, virtual and cloud computing, including IaaS, PaaS, SaaS. (Relevant skill level: practitioner)
- **Information security.** You understand information security and the security controls that can be used to mitigate security threats within solutions and services. (Relevant skill level: working)
- **Ownership and initiative.** You will own an issue until the solution is found, escalated or the problem has been mitigated or resolved. (Relevant skill level: working)
- **Problem solving.** You will investigate problems in systems, processes and services, with an understanding of the level of a problem (for example, strategic, tactical, operational). You will contribute to the implementation of remedies and preventative measures through using relevant frameworks. (Relevant skill level: Expert)
- **Systems design.** You will translate logical designs into physical designs. You know how to produce detailed designs and document all work using required standards, methods and tools, including prototyping tools where appropriate. You can design systems characterised by managed levels of risk, manageable business, and technical complexity and meaningful impact. You work with well understood technology and can identify appropriate patterns. (Relevant skill level: working)
- **Technical understanding** You understand the core technical concepts related to the role and can apply them. (Relevant skill level: working)

- **Testing.** You will correctly test change and implementations, and you understand the role of testing and how it works. (Relevant skill level: working)
- **Service reporting** - You will produce relevant reports in a standard format in an agreed timeframe. You will work with stakeholders to discuss any changes in the reporting processes, and you will add commentary that provides an interpretation for the data set. (Relevant skill level: practitioner)

#### Skills and experience - Essential

- Experience acting as technical escalation point in small technical teams to deliver a high standard and quality of work.
- Working knowledge of configuration and administration of hybrid Azure estate including IaaS and PaaS solutions.
- Proficient in Microsoft Windows server and desktop operating systems.
- Configuration and administration experience of WSUS, MDT and similar management tools.
- In-depth knowledge and skills in configuring and managing VMware vSphere and experience with Hyper-V solutions.
- Strong Microsoft Office 365 administration skills, including hybrid Azure deployments.
- Extensive hands-on Microsoft Windows network skills including Microsoft AD, Group Policy management, security, DNS, DHCP, DFS, RDP and other Windows services.
- The ability to understand complex WAN and LAN topologies, MPLS, Ethernet extensions etc. Cisco/HP switch/Ruckus, LAN/WAN/wireless configurations.
- Experience managing Firewall configuration & network security solutions.
- Administration experience of backup & disaster recovery tools
- Experienced in commonly used anti-virus software packages, particularly Sophos AV suite.
- Thorough understanding of data security principals and best practices, ideally experienced working in a regulated environment, managing commonly used tools such as web security gateways, automated vulnerability assessments, VPNs, and endpoint protection
- Working knowledge of Microsoft SQL server and database management and maintenance.
- Experience in IP telephony and multi-channel contact centre administration.
- Minimum of 3 years' experience undertaking a similar role.

#### Non-Essential but advantageous

- Private and public cloud datacentre experience
- Basic scripting abilities using PowerShell
- Relevant technical certifications, Microsoft / Cisco
- Experience of working in Education Sector (schools / colleges)

Job Types: Full-time, Permanent

Salary: £40,000.00-£45,000.00 per year

Benefits:

- Company pension
- On-site parking
- Continuous training and career progression

Schedule:

- Monday to Friday

Licence/Certification:

- UK Driving Licence and own vehicle(required)