

2nd Line Infrastructure Support Engineer 24x7

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Company: Fujitsu

Location: United Kingdom

Category: computer-and-mathematical

2nd Line Infrastructure Support Engineer

Location: Basingstoke

Are you a proactive learner, who has a passion for IT? Can you take ownership of assigned tasks, and identify potential issues and service improvements? Do you want to collaborate and achieve together with committed people who are proud to work for a company that respects its people and is at the forefront of technology? We are looking to grow our team with committed people to become part of the Defence Joint Service Centre to support our customers across the region. This is your world and your opportunity to transform it for the better.

Your role

We are seeking a highly motivated and experienced infrastructure engineer to join a dynamic and collaborative 2nd Line shared service team. The successful candidate will be responsible for providing technical support and assistance to our customers, resolving complex issues, and working closely with other support teams to provide solutions to customer problems. As a 2nd Line Infrastructure Support Engineer, you'll be responsible for: Incident Management - Incident logging, triage and investigating their root cause to either resolve or escalate as appropriate.

Monitoring and Event Management – Monitor the performance and availability of applications, devices, and servers simultaneously.

Patch Deployment – Deployment of hotfixes/patches that are released.

Request Fulfilment - Responding to and fulfilling customer service requests while delivering the highest level of service support quality to the customer.

Participate in a shift rotation to provide 24/7 technical support coverage to customers.

Your transferable skills and experience

Active Directory management, including DHCP, DNS, and GPOs

Windows Server 2012, 2016, 2019

Desktop OS - Windows 10/11

Anti-Virus management and reporting

Experience in incident resolution and/or system management of secure IT infrastructures

Understand the concepts of monitoring toolsets such as SCOM or Zabbix

Familiarity with virtualization especially VMware or Hyper-V

Experience of ITSM toolsets, such as Jira Service Management, ServiceNow or Remedy

Good time management, and the ability to thrive in a fast-paced environment to meet SLA's

Your benefits:

25 Days annual leave plus public holidays (3 flexible)

Pension – Double matching contributions of up to 10%

Life assurance

Companywide incentive plans

Your choices (Flexible benefits such as increased holidays/ travel/ dental critical illness and more)

Perks at work – employee discounts

Employee assistance programme/ virtual GP

Achieve together

We are recognised as a responsible and inclusive employer: Not only are we a certified Disability Confident Leader, a Times Top 50 employer for Gender Equality, a Top 75 employer for Social Mobility, accredited with the Living Wage Foundation and a signatory for the Race at Work Charter, but we are also committed to the United Nations standards

for LGBTI+ and a Stonewall Top 100 Employer.

We are people centric:Our work environments enable you **Be Completely You.** Our active people-led Inclusive Community networks are representative of all aspects of diversity and are instrumental in enabling and supporting our innovative approach to inclusion.

#LifeAtFujitsu

#DNS

#Defence

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