3rd Line Infrastructure Engineer

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Company: Integral Recruitment Ltd

Location: Camden Area

Category: computer-and-mathematical

3rd Line Infrastructure Engineer

£50,000 - £55,000 plus benefits including training and certifications

Camden, London, NW1

Key Words: On-Prem, Migration, Project, Exchange, Server, Infrastructure, AD Domains, Scripting, PowerShell, IT Support, MSP, IT Managed Services, 3rd Line, Service Desk, Helpdesk, Help Desk, PC, Windows, Mac, Active Directory, Cloud, Office 365, Server, Azure.

My client is a highly regarded IT Support company based in Camden, renowned for their exceptional service and loyal client base. They offer a fast-paced working environment with exposure to the latest technologies, and interesting range of technical projects to work on and benefits including payment and support for industry recognised qualifications.

3rd Line Infrastructure Engineer – More Info:

As the 3rd Line Infrastructure, Engineer, you will be responsible for maintaining the infrastructure of a diverse range of clients, while also spearheading technical projects. This position is ideal for a candidate who has already held a Senior Support role, possesses strong server skills including experience of on-prem to cloud migrations and who is eager to take

the lead on projects. As a 3rd Line Infrastructure Engineer, your primary responsibility will be to provide advanced technical support for a diverse range of IT systems and infrastructure. 90% of the work is delivered on a project basis.

3rd Line Infrastructure Engineer Key Responsibilities:

To be a senior member of the team responsible for all incoming client requests, triaging and attempting resolution on the majority of 1st – 3rd support requests via phone, email and remote tools all while providing an exceptional client experience

Troubleshoot complex technical issues and provide timely resolution, ensuring minimal downtime and disruption to the business

Take responsibility for, and co-ordinate escalated tickets from 1st and 2nd line

Manage and maintain IT documentation, including network diagrams, system configurations, and technical manuals

Take the lead on a variety of upgrade / integration projects for clients, across the full lifecycle

Manage and maintain servers, storage, network, and security infrastructure

Evaluate and recommend new hardware and software solutions to improve IT systems and infrastructure

Lead cloud migration initiatives, ensuring smooth and seamless migration of systems and applications to cloud-based platforms

3rd Line Infrastructure Engineer Requirements:

Experience working with IT infrastructure, including servers, storage, network, and security technologies.

Experience of delivering / taking the lead on on-prem to cloud migration projects, including with Exchange.

Experience working for an MSP (IT support company / IT managed services provider) is a bonus.

Experience with cloud-based platforms, including Azure, AWS, or similar.

Strong communication skills, with the ability to communicate technical information to both technical and non-technical stakeholders

Technical knowledge of Microsoft Windows Server, Active Directory, Exchange, VMware, including:

Strong Windows Server and AD Domains

Mac OSX

Scripting and PowerShell

Microsoft Exchange

O365 & Azure

Switch, router & firewall knowledge, ideally using Fortinet including VLANs, VPN's, TCP/IP, network troubleshooting and VoIP support and configuration.

Knowledge of disaster recovery and business continuity planning

Ability to work independently and as part of a team, with strong leadership skills and the ability to mentor and train junior team members.

Ability to manage and prioritize multiple tasks and projects simultaneously.

Certifications in Microsoft, VMware, Cisco or other relevant technologies are desirable.

If you are a proactive, results-oriented, and technically skilled individual with a passion for delivering high-quality IT support, we would love to hear from you!

In return, my client offers a generous basic salary, support and payment for IT training and certifications, the chance to play a senior role in a growing business and the opportunity to work for a company who truly values their staff. Sound interesting and something you would love to be part of? Apply today!

Integral Recruitment as acting as an employment agency regarding this vacancy.

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