

3rd Line Shared Service Support Infrastructure Engineer

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Company: Fujitsu

Location: United Kingdom

Category: computer-and-mathematical

3rd Line Shared Service Support Infrastructure Engineer

Location: Onsite 5 days a week in Bracknell

Our purpose is to make the world more sustainable by building trust in society through innovation. As a 3rd Line Shared Service Support Infrastructure Engineer you will contribute to this by working with the current support personnel to understand the products and their use across the shared service to develop and enhance their diagnostic skills/capability. Are you a senior 3rd line Infrastructure Support Engineer with extensive experience to maintain a complex secure solution? The role will involve incident management on our clients and escalations from 2nd line resources across multiple environments. Additional scope of responsibilities will include delivering infrastructure development and testing of upgrades, patch management and new software solutions. We are looking for dependable and experienced support staff that are not afraid to own problems and incidents and deliver solutions to issues. A broad skill set, and experience base is desirable; but equally, if you regard yourself as a subject matter expert in a technology area that we are supporting or will be delivering as a future upgrade then you could find yourself involved in some very exciting project work.

- Providing 3rd line support for hardware, software, and network issues and diagnosing and resolving complex technical problems efficiently, along with detailed investigations and diagnostics
- Responsible for the management and maintenance of virtualized and physical estate.
- Utilizing monitoring tools to analyze system performance and identify potential issues

proactively.

- Responding to alerts and taking corrective actions to ensure system stability.
- Implementing and maintaining security measures to safeguard infrastructure components.
- Implementing automation tools and scripts for repetitive tasks, ensuring efficiency, and reducing manual errors.
- Collaborating with other team and departments to resolve cross-functional issues.
- Providing technical guidance and mentorship to 1st and 2nd line function's
- Documenting system configurations, troubleshooting procedures, and resolutions for future reference, as well as ensuring current documentation is kept up to date.
- Planning and executing infrastructure upgrades, patches, and migrations, ensuring minimal disruption to services during upgrades.
- Managing and resolving incidents within established SLAs.
- Participating in an on-call rotation to address critical issues outside regular business hours.
- Testing & improving disaster recovery plans to ensure business continuity in case of system failures or disasters.
- Identifying opportunities for infrastructure improvements and implementing best practices.
- Staying informed about emerging technologies and industry trends.

Your transferable skills and experience:

You will be experienced at 3rd line with a mix of the below skills:

- Build, monitoring and support of Windows Server (2019/2022)
- Experience in Linux Server administration (Redhat, Oracle, Ubuntu)
- VMware Suite Administration (VCenter/ESXI)
- Active Directory & Group Policy management, design, and troubleshooting
- Good understanding of networking technologies that support the infrastructure (DNS, DHCP, Routers, Switches).
- Storage systems technology experience (SAN/NAS)
- Scripting and automation experience (PowerShell/Ansible)

Desirable experience

- PKI management (Windows / Entrust)

Microsoft System Center suite management.

- Backup solution management (Veeam)
- Patching toolsets (WSUS/Redhat Satellite Server),
- Tenable SC / Nessus

- Zabbix
- Elasticsearch
- LiveNX
- Database management (Microsoft SQL Server/MySQL/Postgres)
- Thin Client Solutions (Scout/Elux)

Please note: It's still worth applying even if you do not meet all the requirements above. We are passionate about investing in you and your career and if you have the transferable skills/ background in 3rd Line this could be the next opportunity for you.

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

This role will require you to be eligible and willing to undergo an SC Security clearance

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