

Infrastructure Engineer

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Company: Nine Twenty

Location: Glasgow

Category: computer-and-mathematical

As an infrastructure engineer, you will be part of a team responsible for the ongoing support and development of a MultiCloud platform, as well as the delivery of new dedicated customer cloud environments such as Private Infrastructure as a Service and Platform as a Service. You will also provide an escalation point for Service Desk Third Line engineers to aid with incident resolution and operational support.

You will be expected to have input into the development of the environments you support by helping identify more productive technologies and methods of operating for the business. Knowledge and enthusiasm for automation, DevOps or NetOps would be advantageous. The role is customer-facing, and as a technical lead for delivery and support, you will be expected to work closely with customers, end users, and technical partners.

As such, the role is a mixture of BAU support, internal project work and customer-facing project work.

This is a very challenging role that will give the successful candidate exposure to all levels of our business and will include the opportunity to work on a wide range of technologies.

You will have previous experience in supporting and managing data centre solutions (networks, servers, storage, and applications). Service provider experience would be advantageous but not essential for the right candidate.

This role is ideally suited to a candidate looking to gain exposure to a wide range of technologies. A willingness to learn and push your current boundaries is critical!

You will be required to participate in an out-of-hours support rota as an escalation point for the service desk on-call engineers.

Core Technical Skills

Strong knowledge in the following areas:

- * Server Hardware Support
- * Windows Server Operating Systems
- * Hypervisors (VMWare required)
- * Firewalls and VPN solutions (Preferably Cisco and Fortigate)
- * Modern backup and DR toolsets
- * Monitoring solutions
- * Minimum networking skill level of CCNA or equivalent experience
- * Working knowledge of Public Cloud providers (e.g.) GCP, AWS, Azure
- * Translating designs into live solutions

Specialist Technical Skills

Knowledge in some of the following areas:

- * SQL Server
- * Linux Operating Systems
- * Cisco ACI networking
- * Enterprise and/or service provider networking
- * Network virtualisation (such as VMWare DVS and NSX)
- * VMWare SRM and DRS
- * NetApp Storage / Storage Area Networking
- * Site-to-site VPNs and/or SD-WAN
- * Site replication and Disaster Recovery solutions
- * Automation tools such as Ansible and Terraform
- * DevOps and/or NetOps

Communication and Soft Skills

Be comfortable:

- * Working with customers, (e.g.) projects, support, incident, and cases via in person, online collaboration tools, phone or email
- * Working to tight timescales
- * Working as part of a wider technical team
- * Dealing with conflicting priorities
- * Identifying issues or blockers to task/project delivery
- * Providing updates to customers on technical incidents/cases

* Mentoring and skills transfer to other team members and Service Desk engineers

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