Infrastructure Engineer

Apply Now

Company: Shared Services Connected Ltd

Location: United Kingdom

Category: computer-and-mathematical

What you will be doing:

Engaging in pre-sales activities to scope out potential solutions.

Accurately assess effort and cost involved with implementation.

Follow standard project processes and procedures in order to produce documentation to be used in proposals

Evaluate hardware and software (within server, network, storage or desktop environments)

Integration and test of new products (both hardware and software) for incorporation into program infrastructure

Administration and enhancement of the environment and its supportability, for example: administration of user accounts, control the network access integrity, manage the data, in terms of space allocated to data, access authorizations, SAN, optimization.

Provide third line support to ensure right support.

To be aware of the relevant SLA structure and to respond, fix or escalate according to the limits set out within that structure.

Accurately assess time to complete tasks to ensure operational and user procedures.

On call/standby working to be discussed after 6 months in the role.

What you'll bring:

The Infrastructure Engineer will have sound knowledge of the latest developments and future strategy for their technology area, and an awareness of its application within past and present Sopra Steria engagements

Experience of leading a small technical team to complete project tasks.

Experience of working in a project environment.

Experience within a customer support environment and an appreciation of the impact of problems on the customer business.

Documentation Skills, with the ability to produce documents for use by an end user, as well as operational procedure documentation for use by service desk personnel.

Extensive experience in Infrastructure Management

Extensive experience of Hypervisors (VMware & Hyper-V)

Extensive experience of Citrix Virtual Apps & Desktops

Good knowledge of Networking Fundamentals

It would be great if you had:

Technical Infrastructure skill in an enterprise environment, for example: Advanced Infrastructure skills covering administration, fault finding/diagnosis and fix, File/Print

Clusters, enterprise thin client environment an advantage, messaging an advantage.

Experience of working to tight SLA's.

Accreditation to technical level or equivalent essential (ex: MCSE) and accreditation in another technology area preferred.

Employment Type – Full Time, Permanent
Location – Cheltenham(on-site)
Security ClearanceLevel – DV
Internal Recruiter – LeeBrown
Salary - up to £50k basic

Benefits – 25 days holiday with the option to buy/sell days plus Birthday off, Pension, 4x Life Assurance, 3% flexible benefits fund

Although this role is advertised as full-time, we believe that flexibility at work can promote work/life balance, increase your motivation, reduce stress and improve performance and productivity. We support different ways of working and can offer a range of flexible working arrangements. So, if you're interested and need to work flexibly, we encourage you to apply and talk to us about what might be possible.

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