Senior Infrastructure Engineer Backup and Storage

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Company: Gold Group

Location: Swindon

Category: computer-and-mathematical

Job Title: Senior Infrastructure Engineer
(Storage, Virtualisation & Backups)

Location: Swindon (Hybrid)

Salary: £47,000 - £55,000 (dependent on experience) + up to 10% pension and a full benefits pack!

Must be able to achieve an SC Security Clearance.

Looking to Interview ASAP so please contact Zoe, call on 01342 330852 or email for a slot.

Key Skills: Storage technologies (Dell EMC VNX, Unity),Storage connectivity (Brocade FC, iSCSI etc) Backup methodologies and products (Veeam B&R 11+, EMC Networker 19+, DataDomain), Server OS support (Windows and/or Linux), VMware ESX and vCenter in a clustered environment.

I am presently seeking candidates for**the positions of a Senior Infrastructure Engineer** to join a leading IT Managed Service provider specialising in Data Centre Management. We are looking for a candidate with experience in actively managing and troubleshooting various technologies in an enterprise environment. This role involves taking ownership of the backup and storage technology areas and serving as an escalation point for the broader support team. Therefore, a level of independence and experience in mentoring others would

be highly desirable to complement the position. Given the extensive responsibilities of the team, broader technology experience would also be highly advantageous to enrich this role. This position is within the Service Operations team, which offers support for a diverse range of Managed Service contracts using the ITIL framework.

The Role:

So, what will you be doing as a Senior Infrastructure Engineer?

- Supports and troubleshoots a wide range of technologies across the entire stack, including server OS (Windows/Linux), networks, and storage.

- Participates in the transition of new products and services on behalf of the Service Operations teams, defining early support interests/requirements and sharing knowledge across teams as needed.

- Investigates opportunities to enhance effectiveness and efficiency, and shares findings with the broader team.

- Engages in project work involving new system implementations and changes driven by continuous service improvement plans.

- Represents the wider Service Operations team by attending customer-facing technical calls and Change boards as required.

- Resolves reported faults escalated to the team within defined Service Level Agreements (SLAs).

- Ensures accurate recording of all actions undertaken by the team in applicable Service Management or Project Management toolsets.

- Reviews and coordinates customer-facing reports, offering mentorship to colleagues for improvements and tailoring reports appropriately for the audience.

- Develops capacity guidelines and monitoring protocols for the storage infrastructure across the estate.

- Provides capacity and performance forecasting and reports, both proactively and in response to Change requests.

What are we looking for in our next Senior Infrastructure Engineer?

Proficiency in storage technologies such as Dell EMC VNX and Unity.

Expertise in storage connectivity including Brocade FC and iSCSI.

Experience with backup methodologies and products such as Veeam Backup & Replication 11+, EMC Networker 19+, and DataDomain.

Support for server operating systems including Windows and/or Linux.

Familiarity with VMware ESXi and vCenter within clustered environments.

Knowledge of monitoring tools like SolarWinds and Nagios.

Providing mentorship to colleagues with varying levels of experience.

Involvement in project or transition environments.

Working knowledge of secure environments and associated processes.

Handling escalations from colleagues and customers effectively.

Desirable

Windows Server 2016/19 AD environment

Linux (RHEL6 onwards (7+ desirable) and/or CentOS equivalents)

Hyper-V on Windows Server Core

RedHat OpenShift/Kubernetes/Docker

Nutanix AHV

Exposure to Object Based storage solutions

Exposure to Software Defined Storage solutions

Automation platforms (e.g. Ansible Tower)

Microsoft Endpoint Configuration Manager (MECM / SCCM)

Integration with public cloud services (e.g. Azure, AWS, O365)

Secure managed WLAN (e.g. Aruba, Meraki or similar).

Database technologies (MSSQL, MySQL etc)

IT Service Management toolsets

Security assurance products (device control, antivirus solutions, MDM etc)

Offer

Training Development plan

Pension, Healthcare, Life assurance, Private medical

Other great benefits

How to Apply:

In order to be eligible for this role you will need to undergo Security Clearance Background Checks that require you to be a UK resident and UK passport holder. This really is a fantastic opportunity for a Senior Infrastructure Engineer. If you are interested, please apply as soon as possible as this position will be filled quickly so don't miss out!

Services advertised by Gold Group are those of an Agency and/or an Employment Business.

We will contact you within the next 14 days if you are selected for interview. For a copy of our privacy policy please visit our website.

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