

Role Description and Person Specification

General tasks, responsibilities, and requirements of the role

Role: **3rd Line Infrastructure Support Engineer**

Contract type: **Permanent**

Team: **Support Team**

Reports to: **Support Team Lead**

Location: **e2e-assure, Oxfordshire**

e2e-assure is looking for a 3rd line Infrastructure Support Engineer to join our rapidly growing team. The successful candidate will ideally have an IT related degree, but this isn't essential, it is more important that you are curious and eager to learn and embrace new technologies.

Overview

e2e-assure is looking for candidates ideally with an IT related degree (but not essential).

The right person will be curious and eager to learn and embrace new technologies. You will be using support ticketing systems and liaising with customers and 3rd parties and working with cloud IaaS and PaaS (storage, Servers, hypervisors, and operating systems) as well as maintaining LoB applications.

The role requires a high level of attention to detail, a good level of technical depth and breadth, along with the ability to work collaboratively on both an inter and intra-team basis.

The right person will be a self-starter, self-motivated and excited by challenges who is constantly learning and adapting, want to be thrown in at the deep end but with expert and strong guidance along the way.

You will be expected to learn on the job, and we will provide you with tools, playpens and training. You should be willing to follow process and procedures and work with end users and customers, external and internal.

The office is in the Didcot area, although there is some scope for flexible working arrangements.

Candidate Attributes

Required skills:

Networking

- Basic understanding of TCP/IPv4 networks
- Troubleshooting basic L2/L3 networking issues

Linux expertise in either RedHat/CentOS or Ubuntu across at least the following areas:

- Troubleshooting Linux networking
- Filesystem
- Scripting experience
- LAMP stack

Demonstrable strength in at least one of the following areas:

- VMware - Troubleshoot and maintain vCentre, ESXi
- Physical or virtual storage technologies
- Experience supporting server hardware – HP/Dell/IBM
- Break/Fix
- BAU maintenance, firmware updates, hypervisor patching
- Working in secure datacentres

Advantageous Skills:

Knowledge or experience in one or more of the following areas:

- Knowledge of Cloud environments - AWS / Azure
- Experience with patching automation
- Security working practices
- ITIL knowledge
- Experience with Performance & Availability Monitoring Systems
- Understanding of Public Key Infrastructure.
- Experience of building/deploying networking equipment – switches, routers, firewalls
- O365 administration – SharePoint, Exchange
- Microsoft Windows Server expertise including Active Directory & Group Policy management

Additional Information

Salary and Benefits

Salary in the range of £35K to £45K, depending on experience

Other information

After being provisionally offered a position with e2e-assure, candidates will be DBS and background checked by a third-party and must be willing to undergo a number of security vetting procedures including SC and NPPV3.