



Role Description and Person Specification

General tasks, responsibilities, and requirements of the role

Role: **Support Engineer (Support Team)** Contract type: **Permanent**

Team: **Support**

Reports to: **Head of Support**

Location: **e2e-assure SOC, Canberra, Australia**

Standard Duties

Purpose of role:

e2e-assure is a dynamic cyber security company who are changing the shape of the Cyber Security industry. Following our success in the UK security space we have now expanded into Australia and are delighted to be recruiting a whole new team to continue this exciting new venture.

We provide a challenging but rewarding environment where our team members are expected to develop and learn while playing an instrumental part in helping the company to do the same.

e2e-assure are working to expand our global operations and have already secured major customers in Australia. We are looking for a self-motivated, enthusiastic, and capable IT professional to join our growing team in Canberra.

Joining the company is a rare opportunity to be a part of a company with very strong foundations and establish a new business region.

The Infrastructure Support Engineer provides support to external and internal customers, assisting them through support and consultancy. The role is predominantly Linux focused and therefore requires a good level of relevant knowledge and experience.

The right candidate will be excited by new challenges, enjoy continual learning & development, be adaptable, and thrive under pressure. Flexibility is also important in this position as there will sometimes be a need to work hours more aligned to that of the UK (particularly in the initial stages of the role where support and onboarding from the wider team in the UK will be required).

Looking for broad skillset with experience across the below, although not specifically an expert in all these areas, training will be provided. This includes a dedicated annual training budget.

Candidate Attributes

Essential:

- Linux (Red Hat/CentOS/Ubuntu)
 - General system administration including patching/updating
 - Networking
 - Filesystems
 - Scripting (Bash, Python)
- Networking
 - Basic, working understanding of TCP/IPv4 networks
 - Troubleshooting basic L2/L3 networking issues
- Understanding of Public Key Infrastructure
- Public Cloud experience
 - Knowledge of and experience with either Amazon AWS or Microsoft Azure
- Knowledge of security working practices
- Ability to work in a secure environment where necessary (meaning no mobile phones, internet access etc.)

Desirable:

- Experience with patching automation
- Experience supporting server hardware: HP/Dell/IBM; BAU maintenance, firmware updates, hypervisor patching
- VMware
- MS Windows Server technologies and best practice: Server Configuration and security hardening, Active Directory, Group Policy, Networking, IIS
- Firewall/router/switch administration
- LAMP/WAMP stack
- Physical or virtual storage technologies
- ITIL knowledge
- Experience with Performance & Availability Monitoring Systems
- Experience of building/deploying networking equipment: switches, routers, firewalls
- O365 - SharePoint, Exchange administration

Additional Information

Location

This role is based mainly at our SOC in Canberra, Australia.

Some travel, including international, may be required.

Hours

38 hours per week usually between 9am and 6pm but some flexibility is possible. This role may require work outside of these hours in accordance with a rota in the future.

Salary and Benefits

Competitive salary, depending on experience.

20 days annual leave.

We also offer personal R&D time and a dedicated training budget.

Other information

Candidates must be eligible for an active security clearance of NV1 or above. Failure to attain this clearance may result in your employment being discontinued.

We expect e2e-assure employees to have a high standard of personal integrity, both during and outside work time, including how they present themselves online. We may conduct background and open-source checks to verify this.