



Infrastructure Support Engineer

e2e-assure are currently recruiting for an Infrastructure Support Engineer to support server infrastructure and LAN/ WAN. The successful candidate will ideally have an IT related degree and be curious and eager to learn and embrace new technologies

Overview

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.

We will provide the support and guidance to enable you to develop in your role. This includes a dedicated annual training budget.

Key tasks

You will be using support ticketing systems and liaising with customers and third parties and working with Cloud IaaS and PaaS (storage, servers, hypervisors, and operating systems) as well as maintaining Line of Business applications which may be public cloud hosted or residing on e2e-assure hardware.

Performing Business-As-Usual support activities including break/fix and response to performance and availability monitoring alerts

Candidate Attributes

Essential:

- Linux (Red Hat/CentOS/Ubuntu)
 - General system administration including patching/updating
 - Networking
 - Filesystems
 - Scripting experience
- Networking
 - Basic understanding of TCP/IPv4 networks
 - Troubleshooting basic L2/L3 networking issues
- 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
- Understanding of Public Key Infrastructure
- Experience of building/deploying networking equipment – switches, routers, firewalls
- O365 – SharePoint, Exchange administration

Location

Due to COVID-19 we are all working remotely. When we can reopen our Oxfordshire office it is our intention to have both office and remote working options. Successful candidates will also be able to travel to Farnborough when required, and sometimes at short notice.

Hours

Up to 40 hours per week (part time considered)

Salary and benefits

Competitive salary, depending on experience.

Other information

After being provisionally offered a role, candidates will be DBS and background checked by a third-party, and must be willing to attain SC and NPPV3 clearances (we will put you through this process). Failure to pass these checks may result in your application 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.