Role Description and Person Specification

General tasks, responsibilities, and requirements of the role

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

e2e-assure is a dynamic cyber security company, successfully delivering 24/7 cyber defence to both the public and private sector and expanding rapidly as a result.

We are now looking for dedicated and inspiring individuals to join us across our organisation. We provide a challenging but rewarding environment where you will be expected to develop and learn while playing an instrumental part in helping the company to do the same.

An IT related degree would be nice but isn't essential. It's more important that you are curious and eager to learn and embrace new technologies.

The successful candidate will provide technical support for server infrastructure and LAN/WAN networks for external and internal customers, assisting them through support and consultancy, and acting as a point of escalation for other members of the Infrastructure Support Team.

You will be using support ticketing systems and working with cloud IaaS and PaaS (storage, Servers, hypervisors, and operating systems) as well as maintaining LoB applications.

The role requires attention to detail, a good level of technical depth and breadth, along with the ability to work collaboratively with the team and beyond.

The right person will be a self-starter, self-motivated and excited by new challenges. You will be constantly learning and adapting, and we will support you while you do this with a dedicated training budget and, more importantly, time specifically allocated to personal development.

Essential Experience:
Demonstrable strength in at least two of the following areas:

VMware - Troubleshoot and maintain Vcentre and ESXi
Physical or virtual storage technologies
Linux - RedHat/CentOS/Ubuntu
- Troubleshooting Linux networking
- Filesystem
- Scripting experience

MS Windows Server technologies and best practice
- Active Directory
- Group Policy
- Networking
- O365 configuration/ administration

Experience of Availability Monitoring Systems
- Nagios, Icinga, Check_MK

Networking
- TCP/IP
- LAN/WAN
- Switching, routing, firewalling

Public Key Infrastructure
- Understanding of key concepts
- Windows/ Linux internal CA administration

Advantageous Experience:

Knowledge of Cloud environments - AWS / Azure

Automation with Ansible

Security working practices

ITIL knowledge

Location

This role is based at our offices in Oxfordshire but there is some scope for flexible working arrangements.

Some travel, including international will be required.