**Job Description**

**Job title:** Digital Services L1 Infrastructure Engineer

**Reports to:** Digital Services Head of Infrastructure and Security

**Role Summary**

We are seeking a talented and experienced IT infrastructure Engineer to join our team, with a broad knowledge of IT infrastructure technologies with a particular focus on Cisco networking.

You will play a crucial role in implementing, maintaining and supporting our core infrastructure systems and new technologies.

**Main Duties & Responsibilities**

Knowledge and understanding of the following areas would be considered essential

* + ***CISCO Networking***
		- Solid understanding of network principals
		- Solid understanding of dynamic routing protocols
		- Solid understading of network security
		- Excellent network diagnostic and troubleshooting skills
		- Perform advance monitoring and reporting
		- Network device firmware update procedures
		- Previous experience of working in a multi-site MPLS environment
		- Experience of SDWAN and SDA architecture
		- DNA Centre experience benficial
		- Cloud network integration beneficial
		- Knowledge of Identity Services Benficial
		- CCNA or CCNP certification desirable
	+ ***Vmware esxi and vCentre***
		- Cluster management
		- Storage management
		- Maintenance and monitoring
	+ ***Exchange 2019 (On-Premise)***
		- DAG\Database Management
		- Understanding of mail flow and routing
		- Ability to troubleshoot and maintain
	+ ***Storage management***
		- iSCSI Host target principals
		- Ability to configure and present an iSCSI storage
		- A firm understanding of LUNS
		- Ability to troubleshoot and maintain
	+ ***Microsoft Active Directory Services***
		- Understanding of security principles
		- Ability to configure and deploy Group Policy Objects
		- Troubleshoot and maintain
	+ ***Microsoft Server***
		- Deploy, troubleshoot and maintain

The successful candidate should be comfortable with providing assistance and troubleshooting for the following technologies:

* + - Backups (VEEAM)
		- Firewalls
		- Monitoring Software
		- Web Filtering Software
		- Endpoint security
		- Enterprise Wi-Fi
		- Patch Management
		- Internal Applications

The successful candidate should be comfortable with:

* Liasing with 3rd party vendors
* Take ownership of server, infrastructure and network development projects as directed by line management.
* Provide and promote high levels of customer care to Cygnet network users.
* Document any system configurations, designs and changes
* Provide 3rd line support

**Person Specification**

The successful candidate should:

* Have excellent communication and interpersonal skills, able to collaborate effectively with both technical and non-technical colleagues.
* Have a strong analytical and problem solving skills with the ability to identify and resolve complex technical issues.
* Have time and prioritisation management skills to efficiently manage deadlines.
* Have excellent attention to detail and pride in own work.
* Be adaptable and willing to learn new technologies
* Be willing to work Out of hours when the business requires
* Experience of working within an ITIL4 framework, managing Incident\problem\change
* Be willing to work Out of hours when the business requires