**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