

Junior Infrastructure Support Engineer

Introduction

Net Consulting is looking for a Junior Infrastructure support engineer. The successful candidate will have around 2 years of experience working on server and network systems and will gain exposure and training for technologies in fields such as cloud platforms, cyber threat detection, SD-WAN and advanced WiFi.

The role requires a broad range of experience in IT infrastructure systems to help maintain and develop our company platforms in delivering cutting edge services to clients.

The role involves maintaining and patching the cloud and office-based systems, undertaking changes to meet new communications requirements (firewall, VPN, WiFi access), assisting with system builds for customer projects and proposing / implementing improvements.

The role is primarily based in the Cardiff head-office with limited travel to the Hartham Park satellite office, and to client site.

Key Accountabilities

- Maintaining the functionality of our company infrastructure and communication systems, both on-premise and in-cloud, including:
 - Installing and configuring new builds
 - Patching
 - Managing backups
 - Managing access and connectivity
- Maintaining patch levels of systems to meet compliance requirements
- Managing access to applications & systems for users
- Assisting with audits of the IT estate for compliance requirements
- Liaising with our Service Operations centre to manage and track change requests through to completion
- Assisting with building customer environments in readiness for project take-on
- Obtaining and maintaining professional certifications
- Identifying opportunities for personal and professional growth, working with Line Manager to develop a Personal Development Plan
- Ensuring that security standards are always maintained when handling or accessing data
- Proactive identification and communication of risks and issues affecting service or project delivery and supporting continuous service improvement

Responsibilities/Duties

- Building new server instances (VMware ESXi, Windows, Linux, Amazon Web Services)
- Managing core office services (e.g. DNS, printing)
- Managing network changes (e.g. firewall, VPN access)
- Managing WiFi access and configuration
- Undertake patching of systems regularly, and on-demand when a vulnerability is identified by our scanners.
- Manage system backups.
- Implement specific technical elements of Infrastructure services projects for clients
- Escalation support to the Service Operations Centre for managed service clients

- Assist in technical requirements gathering and investigation of technical options for customer requirements
- Investigate specific technologies and help carry out approved R&D projects to develop NCL's portfolio of infrastructure expertise
- Carry out technical peer review to support quality assurance of deliverables by Infrastructure Team members
- Undertake change requests related to infrastructure systems
- Maintain documentation of systems and changes
- Assist in preparation of systems for customer projects (e.g. firewalls, network devices, SD-WAN gateways, cloud services)

Person Specification

- Academic record to degree level, or equivalent industry experience
- Broad background in IT infrastructure
- Ability to learn new technologies.
- Good attention to detail
- Self-starter able to research and experiment to find a solution.
- Experience with some of the following technologies:
 - Server platforms (e.g. Linux, Windows Server)
 - Network equipment (e.g. Juniper / Palo Alto / Cisco / HP)
 - Basic network design principles (e.g. IP addressing /routing / VLANs / firewalls)
 - Virtualisation (VMware ESXi, HyperV server)
 - Scripting languages (e.g. Powershell / Python / SQL)
 - An appreciation of basic server architecture
 - Managed WiFi systems (e.g. Mist / Meraki / Aruba)
 - Cloud platforms (e.g. AWS / Azure / VMware Cloud Director)

Company Benefits

- Annual performance bonus & Company Performance Bonus
- 25 days holiday per annum (pro rata, excluding Bank Holidays)
- Benefit options (Contributory pension scheme, Private Medical Insurance, Life Assurance, Health & Wellbeing)
- Critical Illness Cover
- Brilliant opportunities to take on more responsibility and long-term career prospects.

The health and safety of our employees and clients is a top priority for Net Consulting. We are adhering to government guidelines to COVID-19 and have implemented policies and processes to prevent the spread within our offices. During the current changing COVID threat levels and ensuing government guidelines, employees are either working remotely on a full-time basis, or attending the office on a rota system.

All interviews are currently being conducted remotely, with client visits are also restricted to essential work and upon request.