



JOB DESCRIPTION – INFRASTRUCTURE ENGINEER

Position title:	Infrastructure Engineer
Business Unit / Function:	Information Technology
Reports to:	Infrastructure Manager

JOB PURPOSE

Efficient monitoring, implementation, administration, operations and maintenance of servers, storage, backup. IT Infrastructure and Data center.

A critical role in IT infrastructure engineering which demands individual to demonstrate capabilities in handling issues related to infrastructure to support all business. The individual will be completely responsible /accountable for Infrastructure hosted in Data center, and support to implement all projects related to IT infrastructure.

The role of Infrastructure Engineer is to assist in providing technical support to a complex and high octane IT environment and to also improve reliability, availability, security and performance across all aspects of the IT landscape.

1. Roles & Responsibilities

A strong and broad ranging technical background is essential as this is a hands-on role with the requirement to implement and maintain technical solutions throughout the Daisy Group IT Infrastructure. The role requires the ability to deliver on both operational and project tasks, against deadlines and working to industry best practice.

As an Infrastructure Engineer, you will be responsible for the entire, internal Windows server infrastructure, hardware, storage and services provided by IT, all of which is critical for the continuity of the business. Time will be spent enhancing and standardizing the environment, resolving BAU problems, finding issues and proposing improvements, communicating among the rest of IT team as well as planning and executing deployments.

- Support & optimize infrastructure both physical and virtual
- Install new / rebuild existing servers and configure hardware, services, settings, directories, storage, backup etc. in accordance with standards and project/operational requirements.
- Where possible automated, approaches for system administration tasks



- Support the effective documentation of server procedures regarding design and implementation of hardware, software, and systems
- Actively perform system monitoring, verifying the availability and integrity of all servers, systems and key processes
- Responsible for DC and DR hygiene and its related reporting.
- Monitoring of network devices and backup and maintain daily checklists.
- Daily reports/Alarm monitoring/monitoring of incidents queue.
- Closure of tickets in the Service desk tools.
- Reassignment of unresolved tickets to Central team resolver group bin.
- Monitoring of Servers and backup and maintain daily checklists.
- Responsible for maintenance and administration, enhancements, following change management policies, report capacity and availability,
- Maintains a roster for shift management
- Coordinate with Central team for any technical support and expected to participate in weekly Operational and Change management meetings
- Responsible for Security and Risk Management compliance activities.
- Technical training sessions to associate and support team.
- Switching: Layer2 switching, VLANs, InterVLAN routing, Multi-protocol layer switching (MPLS).
- Support to resolve all issues related to Remote Access and VPN monitoring/creation
- Diagnose and resolve hardware, OS, storage, backup, Active Directory, responsibilities will include both DC and DR.
- Responsible for Security and Risk Management compliance activities.

Required Technical Competency

- At least 2-3 years' full time professional experience supporting the following: server, storage, IT security, working experience within an Infrastructure Team
- Advanced working knowledge of Active Directory/DHCP/DNS etc
- Excellent troubleshooting skills and logical approach to problems
- Exceptional communication skills - both written and verbal
- Organised with high attention to detail
- System Administration skills (Operating systems, networking, hardware, virtualization)
- Project work involvement\implementation\planning
- Good knowledge operating systems like windows, Linux
- Structured cabling of Network Devices.
- Can handle complex nature tickets,
- Serves as an escalation point for all issues within a tower (Windows/VMware, Unix, Backup & Recovery, SAN storage middleware)



- Good Knowledge in Network Auditing and standardization project in DC & Campus LAN Network.
- Strong grasp of Microsoft Active Directory administration
- Familiarity to working knowledge of network troubleshooting tools like Wire Shark and Putty, strong grasp of TCP/IP concepts, VLANs, Wireless Networking technologies and security, VPN
- Strong grasp of Windows Servers (different version) , VMWare vCenter, EMC
- Understanding of virtual and bare metal backup as well as High Availability solutions
- Ability to support and resolve a wide range of daily technical issues; eagerness to investigate and learn new technologies
- Scripting knowledge via PowerShell
- Strong ability and emphasis on automation where applicable; provisioning and patching of endpoints
- Extremely well-developed organizational, time management, and analytical skills
- Dependable and reliable with strong improvement focus
- A thoughtful team player who can work independently
- Strong attention to detail, documentation, communication skills and follow-through
- Ability to work off-hours as needed for IT operations and projects
- Ability to keep up to date with the latest tech innovations
- Ability to work effectively under pressure

Advantageous

- MCSE\MSCA or other professional IT qualification
- Server\Exchange 2016
- Server administration\trouble shooting
- Linux experience\skills
- Logic Monitor skills
- Infrastructure security
- Automation experience
- Powershell scripting