

Job Specification

Job Title	Infrastructure Engineer (Data Centre)
Reporting To	Data Centre Service Delivery Manager
Permanent/Contract	Permanent
Location (On/Off Client Site/Offshore)	Aberdeen
Job Description Summary (experience, education, skills, environment)	<p>Candidates will have a proven track record of design, implementation and operational support of back office systems including,</p> <ul style="list-style-type: none"> • Wintel system (Physical and Virtual); • VMware and HyperV; • Cisco Networking (Routing / Switching / ASA's); • Multi Vendor aware including the latest Enterprise technologies including Blade Centre Hardware; • Co-ordinate the technical resolution of issues relating to equipment/systems supplied and supported by third party vendors or service providers; • Adhere to call management processes for the resolution of incidents logged and assigned within the call management system; • Adhere to change management processes in the communication and coordination of changes that impact any production computing systems.

Skills
(Essentials/Desirables)

Essentials

Desirables

Technical skills

Technical skills

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| <ul style="list-style-type: none"> • Over 5 years experience with detailed knowledge and experience supporting corporate infrastructure IS systems; • In depth knowledge of both physical and virtual technical solutions (Including VMWARE / HyperV); • HP / Dell / IBM Hardware aware including | <ul style="list-style-type: none"> • Knowledge of Cisco call manager systems; • Knowledge of various backup solutions both hardware and software; • Microsoft / Cisco certifications. |
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- Enterprise Blade systems;
- Good practical experience of Cisco Switching / Routing and ASA setup and configuration.

Non technical skills

- Excellent communication and interpersonal skills;
- Excellent telephone manner and customer facing skills;
- Experience working in a highly processed way;
- Ability to take on multiple projects
- Ability to work in isolation or as part of a technical team.

Non technical skills

- Knowledge of Various sectors, e.g. Oil & Gas, public sector etc;
- ITIL Foundation qualification;
- Willing to help out where required.

**Experience
(Industry/Hardware/Software)**

Candidates should have a level of technical support experience commensurate with the role. This will typically be gained from at least five year exposure preferable in a multitude of technical back office environments.

Qualifications

Educated to Degree level or above, in a computing or related discipline.

Miscellaneous

A full, clean driving licence may be useful.
 Candidates must be willing to travel and work away from home when required.
 Candidates must be willing to be part of an out of hours on-call rota.