

Job Specification

Business Unit	Energy
Job Title	Infrastructure Engineer
Permanent/Contract	Permanent
Location (On/Off Client Site/Offshore)	4 x Aberdeen, 1 x Edinburgh or Aberdeen
Start Date	ASAP
Job Description Summary (experience, education, skills, environment)	<p>This role's primary responsibilities include but are not limited to:</p> <ul style="list-style-type: none">• Experience of infrastructure management, network design, monitoring and support.• Strong experience with core back office services of file, print, e-mail and appropriate application delivery.• MS Windows Active Directory and Exchange environments, including the latest versions.• Experience of virtualisation, thin Client, VoIP, Security, TCP/IP, Citrix and SQL technologies.• Familiarity with storage systems and technologies.• Good problem solving and analytical skills in IT back office.• Become an escalation point for Incident Management process, and resolve tickets within agreed timescales.• Management of system backup and restore protocols.• Adherence to, and documentation of, infrastructure security standards & procedures.

**Skills
(Essentials/Desirables)**

- 5+ years in a corporate networking role
 - Ideally certified in one or more of the following, Microsoft / Citrix / VM / Cisco technologies
 - Experience in providing support in a service desk environment
 - Degree level qualified
 - Excellent communication and interpersonal skills
 - Excellent telephone manner and customer facing skills
 - Ability to work as part of a team
- ITIL Foundation
 - MCITP accredited

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

Candidates should have a high degree of technical support experience commensurate with the role. This will typically be gained from at least 5 years hands-on experience

Miscellaneous

Driving license is advantageous as client site visits may be required.