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| <b>Job Title:</b>     | <b>2<sup>nd</sup> Line Infrastructure Engineer (Database and App Support)</b>   |
| <b>Reporting to:</b>  | 2 <sup>nd</sup> Line Team Manager   |
| <b>Shift Pattern:</b> | <p>Current Shift Pattern: 4 on 4 off</p> <p>Shift pattern: 4 day shifts*, followed by 4 days off, followed by 4 day shifts, followed by a further 4 days off etc.</p> <p>*Day shift: 7am – 7pm (12 hours)</p> |

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| <b>Brief overview of the role:</b>     | <p>We are currently looking for someone to join our 2<sup>nd</sup> line team with experience in actively managing and troubleshooting databases and web-based applications. A level of wider technology experience is also highly desirable to enhance this role.</p> <p>This role is in our Service Operations team, which provides support to a wide range of Managed Service contracts utilising the ITIL framework. The role is based at our Shrivenham site, with occasional travel to other sites to support project requirements.</p> <p>This is an exciting opportunity in an established and growing Technology Managed Services organisation with a strong commitment to staff training and development.</p> <p>This is a role as part of our new Day Shift within the 2<sup>nd</sup> Line Team. Working hours are 07:00-19:00 in a 4 days on, 4 days off (Mon-Sun) shift pattern. As such, this role does not require you to participate in an on call rota.</p>   |
| <b>Duties:</b>                         | <p>Routine duties include but are not limited to:</p> <ul style="list-style-type: none"> <li>• Support and troubleshooting of databases to support customer apps.</li> <li>• Troubleshooting web applications in a highly-virtualised environment.</li> <li>• Maintaining and configuring clustered database server deployments across multiple data centres.</li> <li>• Resolution of reported faults escalated by the Service Desk to 2nd Line Support within defined Service Level Agreements (SLAs).</li> <li>• Ensuring all actions carried out on issues and incidents are recorded accurately in the Service Management toolset.</li> <li>• The deployment of both standard and complex changes to the customers' infrastructures</li> <li>• Managing test and rollout of security patches, software upgrades, and new software applications.</li> <li>• Participate in project work on new system implementations and changes arising from continuous service improvement plans</li> <li>• Investigating opportunities to improve effectiveness and efficiency</li> <li>• The development of technical procedures that can be operated and managed by the entire Support team.</li> </ul> |
| <b>Essential Skills and Experience</b> | <p>Must have live production experience in:</p> <ul style="list-style-type: none"> <li>• Microsoft SQL Server</li> <li>• VMware ESX and vCenter</li> <li>• Microsoft IIS</li> <li>• Apache webserver</li> </ul>   |

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| <p><b>Advantageous Skills and Experience</b></p> | <ul style="list-style-type: none"> <li>• Windows Server 2008/2012 AD environment</li> <li>• Microsoft SharePoint 2013</li> <li>• Microsoft System Center Configuration Manager (SCCM) 2012</li> <li>• Linux (RHEL and CentOS)</li> <li>• Microsoft Exchange Server 2010/2013</li> <li>• AV Products (e.g. McAfee EPO and Sophos)</li> <li>• Remedy Service management tool</li> <li>• Open source monitoring tools (Icinga/Grafana/Nagios)</li> <li>• Routing/switching/firewall technologies</li> <li>• Aruba wireless</li> </ul>   |
| <p><b>Personal Attributes</b></p>                | <ul style="list-style-type: none"> <li>• Ability to obtain Government Security Clearance (SC) with no restrictions.</li> <li>• Full UK driving license with ability to travel to customer locations.</li> <li>• Communication skills to customers and internal senior management</li> <li>• Strong analytical and problem solving skills</li> <li>• Ability to work well independently and as part of a team</li> <li>• A proven record of accuracy, attention to detail along with a high level of initiative and self-motivation</li> <li>• A flexible approach to work at all times and the commitment to ensure tasks are completed to deadline</li> <li>• Experience in mentoring colleagues</li> </ul> |

**Equal Opportunities**

Prolinx does not discriminate on the basis of race, religion, colour, sex, age, disability or sexual orientation. All recruitment decisions are based solely on qualifications, skills, knowledge and experience and relevant business requirements.

The Job Holder will understand the regulatory, fair trading and competition rules relating to their work sufficiently to be able to comply with them, relying on their knowledge or on their ability to recognise that they will need specialist support.

The Job Holder will actively support at all times company policy and best practice in the area of security, with particular emphasis on the protection of sensitive customer information. This includes the Security requirements of our customers