PROLINX

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Job Title:	**2nd Line Infrastructure Engineer (Linux)**
Reporting to:	2nd Line Team Leader
Shift Pattern:	The 2nd Line team operates office hours of Mon-Fri 0700-1900. Successful candidate would work either 0700-1530, 0900-1730, or 1030-1900 by mutual arrangement to ensure adequate cover across the day. Out of hours services as per an on-call rota, 1 week periods.

Brief overview of the role:	We are currently looking for someone to join our 2nd line team with experience in actively managing and troubleshooting Linux and Network infrastructure. A level of wider technology experience is also highly desirable to enhance this role. This role is in our Service Operation 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. This is an exciting opportunity in an established and growing Technology Managed Services organisation with a strong commitment to staff training and development.
Duties:	Routine duties include but are not limited to: • Linux support specialist for 2nd Line team. • Support and **troubleshooting** of network systems across multiple platforms in remote environments. • Management of server, virtualisation, and storage environments • Resolution of reported faults escalated by the Service Desk to 2nd Line Support within defined Service Level Agreements (SLAs). • Ensuring all actions carried out on issues and incidents are recorded accurately in the Service Management toolset. • The deployment of both standard and complex changes to the customers' infrastructures • Managing test and rollout of security patches, software upgrades, and new software applications. • Participate in project work on new system implementations and changes arising from continuous service improvement plans • Investigating opportunities to improve effectiveness and efficiency • The development of **technical procedures** that can be operated and managed by the entire Support team. • The ability to work outside of normal working hours to provide standby cover and out of hours services as per an on-call rota.
Essential Skills and Experience	Must have live production experience in: • Linux (**RHEL** & CentOS) • **VMware** ESX and vCenter • Windows **Server 2008/2012** AD environment
Advantageous Skills and Experience	• Linux management tools (e.g. **Puppet** & **Spacewalk**) • Microsoft System Center Configuration Manager (SCCM) 2012 • Microsoft Exchange Server 2010/2013 • Networking LAN/WAN (Ideally Cisco, Juniper & Fortinet) • Microsoft SharePoint 2013

	• Backup and Restore (EMC and Veeam) • AV Products (e.g. McAfee EPO and Sophos) • Remedy Service management tool • SolarWinds (NPM/NCM/SAM) • Aruba wireless

Personal Attributes	• Ability to obtain Government Security Clearance (SC) with no restrictions. • Full UK driving license with ability to travel to customer locations • Communication skills to customers and internal senior management • Strong analytical and problem solving skills • Ability to work well independently and as part of a team • A proven record of accuracy, attention to detail along with a high level of initiative and self-motivation • A flexible approach to work at all times and the commitment to ensure tasks are completed to deadline • Experience in mentoring colleagues

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