

<b>Job Title:</b>	<b>2<sup>nd</sup> Line Infrastructure Engineer (Microsoft)</b>
<b>Reporting to:</b>	2 <sup>nd</sup> Line Team Manager
<b>Date:</b>	June 2021

<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 Microsoft technologies in an enterprise environment. The responsibilities of the team are far-reaching, so 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 Shrivvenham 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>
<b>Duties:</b>	<p>Routine duties include but are not limited to;</p> <ul style="list-style-type: none"> <li>• Support and troubleshooting of multi-tenant SCCM platforms.</li> <li>• Packaging, deploying and troubleshooting user applications across estates comprising both virtualised and physical machines.</li> <li>• Maintaining and configuring Hyper-V environments and RDS farms.</li> <li>• Development and support of highly automated build images (Win10) for end user devices, and ownership of associated processes</li> <li>• Upkeep of a number of shared Active Directory structures, associated Group Policy management and necessary security measures.</li> <li>• Managing hybrid environments across a mixture of both on-prem and Azure/O365 infrastructure</li> <li>• Act as a technical lead within the team for Microsoft technologies, mentoring others or creating knowledge items where appropriate.</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> <li>• The ability to work outside of normal working hours to provide standby cover and out of hours services as per an on-call rota.</li> </ul>
<b>Essential Skills and Experience:</b>	<ul style="list-style-type: none"> <li>• Microsoft System Center Configuration Manager (SCCM) 2012/2016</li> <li>• Microsoft Hyper-V and Remote Desktop Services</li> <li>• Microsoft Cloud solutions (Azure, O365 etc.)</li> </ul>

	<ul style="list-style-type: none"> <li>Other ancillary Microsoft products - Group Policy, Active Directory etc.</li> </ul>
<b>Desirable Experience:</b>	<p>Experience in any of the below would enhance the position:</p> <ul style="list-style-type: none"> <li>Microsoft Exchange Server</li> <li>Microsoft SharePoint</li> <li>VMware ESX and vCenter</li> <li>Microsoft SQL Server</li> <li>Linux (RHEL and CentOS)</li> <li>AV Products (e.g. McAfee EPO and Sophos)</li> <li>IT service management tool (ITIL model)</li> <li>Open source monitoring tools (Icinga/Grafana/Nagios)</li> <li>Routing/switching/firewall technologies</li> <li>Secure managed WLAN products (e.g. Aruba)</li> </ul>
<b>Personal Attributes:</b>	<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>
<b>Shift Pattern:</b>	<p>The 2<sup>nd</sup> 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.</p>

**Compliance with Company Policies, Procedures and Rules**

A condition of Employment as an Employee shall be, at all times, to comply with all Policies, Procedures and Rules of the Company, which include, but are not limited to: the Prolinx Integrated Management System (IMS) Manual, Prolinx Information Security Management System (ISMS) Manual and includes all Policies, Procedures and Rules specified in the Company’s Employee Handbook.

**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