

<b>Job Title:</b>	<b>2<sup>nd</sup> Line Infrastructure Engineer (Networking)</b>
<b>Reporting to:</b>	2 <sup>nd</sup> Line Team Manager
<b>Date:</b>	March 2021
<b>Working arrangements:</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> <p>The role is predominantly based from our offices in Shrivenham.</p>

<b>Brief overview of the role:</b>	<p>We are currently looking for someone to join our growing 2<sup>nd</sup> line team with experience in actively managing and troubleshooting Network infrastructure. 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 position is in our Service Operation team, which provides support to a wide range of Managed Service contracts utilising the ITIL framework. The team are 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 progression and development. As an SME, every employee makes a real difference to the success of the company and the security of its customers.</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 complex network systems across multiple platforms in secure, remote environments.</li> <li>• Management of server, virtualisation, and storage environments</li> <li>• Supporting server OS (Windows and Linux) and applications in customer environments.</li> <li>• Develop capacity guidelines and associated monitoring for the network infrastructure across the estate.</li> <li>• Mentor and support other team members and cultivate knowledge base articles for your technical disciplines.</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 which 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>	<p>Must have live production experience in:</p> <ul style="list-style-type: none"> <li>• Networking LAN/WAN technologies           <ul style="list-style-type: none"> <li>▪ Switching (Cisco)</li> <li>▪ Routing (Fortinet and Juniper)</li> <li>▪ Load balancing (Fortinet)</li> </ul> </li> <li>• VPN and encryption technologies.</li> <li>• Secure managed WLAN (e.g. Aruba, Meraki or similar).</li> <li>• Server OS support (Windows and/or Linux).</li> <li>• VMware ESX and vCenter.</li> <li>• Working knowledge of monitoring tools (e.g. Solarwinds, Icinga).</li> </ul>
<b>Advantageous Skills and Experience</b>	<ul style="list-style-type: none"> <li>• Windows Server 2016/19 AD environment</li> <li>• Linux (RHEL6 onwards (7+ desirable) and/or CentOS equivalents)</li> <li>• Relevant professional qualifications (e.g. CCNA, JNCIA, NSE4+)</li> <li>• Voice systems and associated IP protocols (VOIP, SIP)</li> <li>• Dynamic routing protocols such as OSPF and BGP</li> <li>• Microsoft System Center Configuration Manager (SCCM)</li> <li>• Integration with public cloud services (e.g. Azure, AWS, O365)</li> <li>• Microsoft Exchange Server</li> <li>• Database technologies (MSSQL, FlexDB)</li> <li>• Backup and Restore (EMC and Veeam)</li> <li>• AV Products (e.g. McAfee EPO and Sophos)</li> <li>• IT Service Management toolsets</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>

### **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