

Level 2 Infrastructure Engineer

Our Managed Services team are based from our offices in St Ives and our data centre facilities is in Huntingdon and provides a focused range of hosted and cloud services through our extensive portfolio, specifically designed to help customers align their IT functions to their core business requirements.

We're now recruiting for a Level 2 Infrastructure Engineer to join our busy team based from our Datacentre in Huntingdon. Working as part of a small handpicked team, you will help to provide and maintain the core services of OCSL Managed Services. You will work on technical calls for all hardware and software-related issues raised by both customers and our in-house and remote management and monitoring solutions. Your primary responsibility will be to ensure logged tickets are updated within the agreed SLA's for our customers

This means working carefully to understand the issue at hand, and then wither resolving it yourself or escalating it to the appropriate team, delivering a high standard of customer service to all customers in the process.

The ideal candidate will have a strong customer service focus, be a good communicator and be prepared to work a rolling two-week shift pattern with some weekend work included.

Key Responsibilities:

- To provide proactive support and monitoring of all OCSL MS hosted environments.
- To triage and help resolve issues raised by customers and OCSL internal users.
- Backup monitoring and where required, liaising with third-party support for fault resolution.
- The Implementation, configuration and maintenance of physical hardware, virtual machines and network devices.
- The installation and removal of infrastructure hardware across multiple datacentres.

Skills and Experience:

- An understanding of ITIL process and guidelines.
- An ability to work to tight deadlines and manage priorities.
- Previous experience of working within an IT environment.
- Service Desk software experience.
- Excellent communication skills both oral and written.
- Must be able to work on initiative and as part of a team.

Location: Based from our Datacentre in Huntingdon (Cambridgeshire).

Hours: Monday to Friday (37.5 hours per week) based on rolling two-week shift pattern which is typically: 07.00am to 14.30pm, 14.30pm to 23.00pm. On a rotating basis weekend work is required 08.30 to 10.00am. You may be required to participate in the company on call scheme, which you will be compensated for.

Salary: Up to £25,000 Depending on experience and skills + 10% shift allowance + performance related bonus.

Start date: ASAP

Benefits & Perks:



A CANCOM COMPANY

Includes: 25 days annual leave, life assurance, healthcare cash plan, employee assistance programme, on-line discounts & savings platform, free parking, free fruit, spot bonus scheme, recruitment bounty scheme, dress down Friday, free fruit, Fundraising, Sports & Social club.

Additional Information:

- Must have the right to live and work in the UK;
- Must have full UK driving licence and access to own transport to get between sites;
- Any offer would be conditional upon the successful candidate passing a full DBS national security vetting process - compliance to ISO27001, ISO20000 and ISO9001 is essential to our business. Quality, IT Service Management and Information security awareness, education and training are given regularly.

Due to the nature of work carried out by OCSL Managed Services, the company run background verification checks in line with the Baseline Personnel Security Standard (BPSS) as well as adverse financial checks on potential candidates prior to, and throughout, employment. This is to ensure candidates are suitable for the position they have applied for, taking into consideration the sensitivity of the businesses processes and therefore the trust involved. OCSL Managed Services treats all applicants who have a criminal record fairly and do not discriminate unfairly on the basis of conviction or other information revealed.

To Apply:

Please include a covering letter (which includes salary expectations) along with your CV outlining the skills and experience that make you the ideal candidate for this position.

Think you'd fit in? Surprise us at careers@ocsl.co.uk

We look forward to hearing from you!

About us

Join us at the forefront. Put your talent to the test. Make leaps in your field. OCSL is a creative, collaborative place, delivering transformative results with remarkable technology for remarkable clients daily. Working here is challenging, rewarding and exciting. We welcome adaptable, enterprising professionals and invest heavily in their development.