



A CANCOM COMPANY

Level 3 Infrastructure Engineer

We are currently recruiting for a Level 3 Infrastructure Engineer to join our busy team based from our office in St Ives or Huntingdon (Cambridgeshire). You will be responsible for the day-to-day management and support of servers, storage and associated technologies, which provide the foundation for Cancom UK and customer services. Working as part of a team, you will need to be flexible to accommodate customer requirements and possess a drive to provide a high level of customer service. In addition to this, you need to have good problem solving and troubleshooting skills, along with the ability to logically step through issues and clearly communicate.

This is a fantastic opportunity to work within an interesting and varied company, who offer a busy yet friendly place of work.

Key Responsibilities

- Assist with the day to day maintenance of our internal, and customer virtual environments which consist of VMware and Hyper-V platform;
- Provide technical support and general maintenance for the following products:
 - MS Windows Server, up to and including the current version;
 - Active Directory, Group Policy, Certificate and Federation services;
 - Linux OS (Red Hat, Oracle, Ubuntu and Centos);
 - MS Exchange, up to and including the current version;
 - MS Office 365 suite configuration and troubleshooting;
 - MS Azure Cloud Services;
- Management of various backup schedules using Veeam and HP Data Protector, providing assistance to the Level 2 team for escalated issues;
- General administration of multiple storage arrays; tasks to include:
 - Provisioning new hosts / virtual volumes;
 - Configuring replication between sites;
 - Capacity management;
 - Vendor liaison for issue logging and software updates;
- Management of on-site monitoring tools which consist of CA UIM, SCOM and VeeamOne Refinement of triggers and thresholds to continually improve proactive support of customer systems;
- Ability to work within a team, delivering large and medium based projects for new and existing customers;
- Reviewing team documentation and knowledge-based articles, suggesting improvements;
- Adhering to incident, change and problem management processes to ITIL standards;
- Sharing information on new issues and call type trends with team leaders, in order to improve IT strategy across the business.



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LEVEL 3 INFRASTRUCTURE ENGINEER

Skills and Experience

- Previous experience in a client facing support role;
- Configuring, troubleshooting and administering of VMWare and MS Hypervisors up to and including the latest versions;
- Configuring, troubleshooting and administering Exchange 2013/16;
- Working knowledge of Windows Server 2012/16, and Active Directory;
- Configuring, troubleshooting and administering Linux OS, up to and including current versions;
- A strong understanding of HP based storage arrays;
- A strong understanding of backup technologies, Veeam;
- Excellent communications skills – oral and written, with the confidence to communicate effectively at all levels;
- Outstanding customer service skills along with a polite telephone manner;
- Team player – understands the importance of teamwork and has the ability to motivate self and team.

Location: Based from either of our offices in St Ives or Huntingdon, Cambridgeshire.

Hours: Monday to Friday (37.5 hours per week) following a shift pattern typically 08.00 to 16.30, 09.30 to 18.00

Salary: £30,000 to £45,000 (Based on experience & skills) + Performance related Bonus + Shift Allowance

Start Date: ASAP

Benefits & Perks:

Includes: 25 days annual leave, life assurance, healthcare cash plan, employee assistance programme, on-line discounts & savings platform, 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 and valid UK driving licence and access to own transport to travel 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 Cancom UK 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. Cancom UK 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 would 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. Cancom 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.