
JOB DESCRIPTION

JOB TITLE: Senior Infrastructure Engineer
REPORTING TO: 3rd Line Manager

THE COMPANY

Infinity Group are a leading Managed Service provider of award-winning IT Support, Digital Transformation and Microsoft Dynamics 365 Consultancy across the UK. Since 2002, Infinity Group's team of IT Consultants have provided Managed IT Services, IT Consultancy, IT Infrastructure, Digital Transformation and specialist IT Security Services to over 1000 organisations across the UK. We pride ourselves in delivering outstanding service levels by ensuring we have consistently fast response times, a high 1st contact fix resolution rate and a large, highly skilled IT & Telecoms Service Desk.

Our impressive portfolio of clients, numerous award wins and three major ISO certifications, set Infinity Group apart from the other Managed Service Providers in the UK.

www.infinitygroup.co.uk

THE ROLE

The main purpose of the role will require you to be the senior escalation point for the other members of the Infrastructure and Escalation Teams and responsible for the resolution of all Disaster Recovery situations experienced by our customers. You will be responsible for the collaboration with our third party on Infinity Group's Remote Monitoring and Management solution, ensuring that is always available and working at optimum efficiency. You also will be ensuring that the system is automating as much as possible to drive efficiency within the business.

MAIN DUTIES & RESPONSIBILITIES

- Resolution of DR situations to full fix
- Escalation point for all members of the Infrastructure Team
- Identification in trends of Infrastructure tickets and liaising with automation consultants to resolve
- Ensuring complete monitoring of our customers infrastructures
- Collaborating with the Projects Team for handover to 'in life'
- Assist other members of the IOC Team, where required
- Follow Problem Management procedures and suggest solutions for permanent resolution
- Follow an 'Automation first' mindset
- Always follow ITIL principles
- Ensure Customer Centricity is at the forefront of all your actions
- Communicate with all parties in a constructive manner to guarantee customer expectations are met
- Interface with appropriate technical personnel & vendors for customer problems that cannot be resolved effectively

- Drive problem investigations and resolution as required
- Ensure that risks are identified, communicated, and mitigated
- Record required customer and problem information in the Ticketing System. Update tickets with appropriate entries of activities, and closes tickets with resolution entered upon completion of the job
- Ensure your time is fully accounted for
- Contribute to the Knowledge Base to increase first time fix rates
- Meet and excel in all targets set by your manager
- Develop your skill sets using Infinity allocated training
- Some site work may be required

REQUIRED KNOWLEDGE & EXPERIENCE

- Qualifications (from): MCP, MCITP, or other relevant technical certification (Essential)
- Solid understanding of desktop technologies and LAN/WAN networking (essential)
- Strong Windows Server 2012, 2016, 2019 Active Directory, Microsoft 365, MS Exchange messaging experience (essential)
- Excellent Hyper-V knowledge, Clustering and Replication essential (essential)
- Commercial awareness
- Citrix Xenapp deployment and management experience
- VMWare experience, including vSphere, clustering and vMotion
- Experience with remote monitoring and management tools/system operations management
- SQL server configuration and performance management
- SAN technologies - HP MSA, Dell Equallogic and Compellent, including knowledge of iSCSI and fibre channel storage networks
- Experience with backup solutions (Veeam, Altaro)
- Strong experience working with Microsoft Azure solutions (storage, compute, databases)

PERSONAL SPECIFICATION

- Excellent problem solving skills
- Strong communication skills
- Experienced in managing your own workload and prioritising issues and Workload
- Must have a heuristic approach and business first mindset.

BENEFITS

- Flexible working
- 28 Days Holiday (Inclusive of Bank Holidays) + 1 extra day awarded for each 2 years of service
- Holiday Purchase Scheme - purchase up to 5 days extra holiday
- 10 Days Sick Pay
- Private Health Insurance
- Pension Scheme
- Paid Training



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- Collaborative break out area, with a coffee machine, bar, large flat screen TV and XBOX.
 - Paid Social Events (Infinity Fun Day, Christmas Party, Ascot, Touring Car Racing)
 - Fresh fruit and hot drinks

We are committed to equality of opportunity for all staff and applications from individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.

We are signatory to the [Tech Talent Charter](#) which promotes greater inclusion and diversity within technology roles.