job description

Position title	MIS infrastructure support
Date	05/01/2024
Line Manager title	Datacentre Manager
Grade	Click here to enter text.

Purpose

To work on L2 and L3 level tasks within SUEZ Uk's IT infrastructure, including be able to provide holiday cover when key team members are away.

Key responsibilities

– Provide 3rd line technical support to clients, analyse and resolve complex technical issues in alignment with SLA's.

– Design, implement and maintain IT systems and solutions for clients.

– Act as an escalation point for high priority customers for any incidents, complex issues related to infrastructure and data centre.

– Provide onsite and remote support as and when necessary.

– Provide guidance and support to junior members of the team, encouraging development and growth.

– Assist in the development and maintenance of IT systems, as well as system and network security.

– Proactively identify areas for improvement and create plans to improve service delivery.

– Suggested workload(Investigating all tickets in the DC team, Packaging applications in both SCCM and App-V, Documentating processes, Daily checks, Supporting monitoring, Monthly citrix image update, Working on patching end user devices, Certificate work, Basic unix work -adding users, printers etc, Basic SQL admin work, Vmware - updating + patching templates, Windows server patching, Windows server upgrades, Moveit, Windows AD knowledge, Windows file + folder permissions,Printing environment.)

Skills

- Show a wide range of IT knowledge suitable for the role.

- Demonstrate a willingness to pick up new skills

- Attention to detail and quality focus

- Will have previous experience at this level and will be looking to expand their skillset and respnisbilities.

- Have excellent interpersonal, oral and written communications skills.

- Enjoy problem solving and be logical.

- Understand the role as part of an infrastructure team that supports 3,000 users and provides critical services.

Behaviours

- Ability to be able to discuss topics technically as well as speaking plain english to non-technical people

- Well-presented individual

- Good attention to detail is required

- Enthusiasm for learning

- Broad inital skill set in our key technologies

- Able to drive to datacentres

- Willing to work overtime

Knowledge

- Will be able to demonstrate previous experience of working for a large company.
- Will have to prove detailed knowledge of the systems in the repsonsibilites box.

Specific candidate requirements

- Fluent in written and spoken english

Qualifications

VPC , suitable demonstrable experience

Please note: The content of this job description reflects the main duties and responsibilities of the job and is not intended to form part of the contract of employment. SUEZ may revise the content of the role and responsibilities at its discretion.