Job description

Infrastructure Solutions Specialist

ILUX®

Infrastructure Solutions Specialist

Department: Projects and Change

Job Summary

This role is pivotal to the daily operation of the business ensuring that our clients' requirements are met accurately and efficiently.

Be a technical lead within the infrastructure team, researching new, existing, and developing IT technologies for innovation, guidance, and best practices. Working with our Sales team to advise on and propose improvements to client infrastructures/systems.

Responsibilities

- Work as a technically experienced and knowledgeable member of the Infrastructure Team.
- Provide prompt, accurate, and consistent communication to colleagues and clients.
- Learn and understand every intricate detail of a client or collection of clients' systems and infrastructures and update and maintain client documentation.
- As a key member of the ILUX onboarding team you will be responsible for assessing and comprehensively documenting current systems and infrastructure.
- Investigate, diagnose, and resolve technical incidents, collaborating with the infrastructure team on escalations where necessary.
- Guide and support 1st, 2nd, and 3rd Line Service Desk Analysts, as well as Field Service Technicians, mentoring and coaching to enhance skills and abilities and creating documentation.
- Excel and perform comfortably to high standards.
- Continuously improve knowledge and understanding across the various software and hardware technologies supported and implemented by ILUX.
- Liaise with 3rd party support for ticket resolution as appropriate.
- Travel to and from client sites across the UK (some overnight stays and flexible working possible) leading the technical installation, implementation and delivery of projects, and management and resolution of problem incidents.
- Be responsible for own personal development.
- Demonstrate efficient management of own workload.

Demonstrate excellent customer service at all timesThe responsibilities of this role will normally include all duties described in this Job Description and any additional or different duties, as may be required from time to time.

Person specification

	Essential Criteria	Desirable Criteria
Education/ Qualifications	Relevant IT qualification for example NVQ, Diploma or Degree. MCSA Windows Server 2016-22 or equivalent MTA: Networking, Security and Windows Server Administrator Fundamental. Microsoft Certified: Azure Fundamentals Microsoft 365 Certified: Fundamentals or equivalent Microsoft Exchange qualifications	Microsoft 365 Certified: Modern Desktop Administrator Associate (Exams: MD-100 + MD-101). DrayTek DCNA certified. 3CX Qualified
Experience	Working knowledge and experience of Windows Server, Windows Desktop, Microsoft Exchange, Remote Desktop Services and Active Directory. A strong understanding of IT Networking principals such as DNS, DHCP, TCP/IP, WAN, LAN, WLAN, VLAN and Wi-Fi topologies. Previous experience in managing various Firewall technologies – Checkpoint, Meraki, Sophos, Watchguard and Fortinet. Virtualization technologies – VMWare, Hyper-V, Citrix. Experience in cloud technologies such as Azure, AWS and Google Cloud. Microsoft 365 knowledge and experience – MFA, SSO, OneDrive, Teams, SharePoint, InTune, Entra / Entra Cloud Sync. Backup / disaster recovery – Cove data protection, Veeam. Endpoint Security and Management – SentinelOne. Experience designing, installing and supporting VOIP systems and technologies. Experience of working with a variety of clients across multiple industries. Expert knowledge of mobile phone devices, both apple and android, and hardware such as printers and Bluetooth peripherals. Ability to make decisions within the boundaries of the role. Ability to prioritise and multi-task efficiently. Ability to proactively problem solve and identify solutions. A good understanding of GDPR principals. Core understanding of Cyber Security principals	Knowledge of 3rd party software, systems or plug ins relating to: Citrix, ACT!, Sage, BigHand, SOS, OPRA, Galileo, Job Costing, CFP, ShireSystem (Pirana), UniWin, etc. Experience working with macOS. Knowledge of N-Able (Solarwinds). Experience working within an small – medium MSP. Experience of working within a Service Desk environment.

Skills/Ability/ Knowledge	Excellent verbal, written and listening skills. Exceptional time management skills. Willingness to adapt to ever changing environment. Aptitude to proactively learn new systems and client specifics. Understanding of the fundamentals and importance of SLAs. A self-starter with a "can do" attitude. Flexible and pragmatic, yet resolute and decisive. Logical thinker. Able to work well under occasional pressure. Excellent motivator, encouraging collaborative working within the team. Strong attention to detail.	
Other	Holder of a full clean driving licence	