



## **Infrastructure Engineer**

### **Our Company**

Network Plus is a leading utility and infrastructure service provider, operating across the UK.

Originally established in 2000, the company has grown significantly through the award of long-term contract frameworks with major utility organisations and infrastructure providers. With a current workforce of over 2,000, our services are delivered through an absolute focus on health and safety as well as market leading levels of service to both our clients and their customers.

Our Headquarters are based in Salford near Manchester and we operate from over 20 regional depot bases. We deliver services 24/7/365 in city centres as well as rural locations.

Our vision is to be the best service provider in the UK utilities and infrastructure sectors by safely constructing, maintaining and managing essential services at the lowest sustainable cost.

### **Our role**

As a 3<sup>rd</sup> Line Support Engineer, you will monitor and maintain our IT infrastructure systems, You will provide an excellent level of customer service at all times, which includes positively dealing with customer needs, regularly updating customers, and portraying a positive image of the company at all times. You will be required to track all problems thoroughly.

You will play an active role in Projects, providing IT strategy, advice on the latest technology and will ensure successful implementation of the chosen technologies and smooth delivery to the business.

You will provide, primarily, office-based support but also remote support, ensuring the business is supported to achieve its targets. Sites visits will be required for mobilisations and project work where necessary.

Working alongside the IT Technical Infrastructure Manager, you will investigate ways to improve information security through technology and business policies.

### **Key Responsibilities**

You will deliver support services effectively and efficiently

You will ensure infrastructure services are available during core operational times for given areas of responsibility

You will ensure servicing and maintenance schedules are undertaken at the designated times

You will work in line with Service Level Agreements delivering the requirements of Network Plus, ensuring that targets are met

You will follow agreed processes and procedures for the support teams

You will deal with priority one incidents; escalating immediately to IT management

You will in the event of recurring incidents with significant repercussions, take ownership and apply the measures necessary to achieve a permanent solution

You will resolve any issues with personal work delivery as identified

You will keep current with the latest infrastructure, service industry and educational developments

You will understand and clearly communicate the service requirements of Network Plus to peers

You will assist in the implementation of all IT policies and procedures, especially those for service provision.

You will follow policy and procedures relating to asset management for IT hardware, software, and equipment

You will mentor and coach of more junior members of the IT team

### **Experience and Knowledge**

Extensive experience of maintaining IT infrastructure: VMWare, Veeam, Microsoft Active Directory, Exchange/O365, Cisco networking, Firewalls and SAN storage

A very analytical mind, able to tackle a problem from different angles and make decisions quickly

Strong communication and negotiation skills

Good written and oral communication skills

Good project management skills

Ability to conduct and direct research into IT issues and products as required

Ability to present ideas in business-friendly and user-friendly language

### **Salary and Benefits**

We offer a competitive salary based on experience along with a full benefits package.

Network Plus is proud to be an Equal Opportunity Employer. We celebrate diversity and do not discriminate based on race, religion, colour, nationality, sex, sexual orientation, age, veteran status, disability status, or any other applicable characteristics protected by law.

We are Armed Forces-friendly. We welcome applications from ex-Armed Forces personnel, reservists, armed forces veterans, cadet instructors and military spouses/partners.

We understand that privacy and the security of your personal information is extremely important. By applying for this role, you agree to the terms of our privacy policy which you can find here - <https://networkplus.co.uk/privacy-and-cookie-policy>.