

# Job Description



Department: Technical Delivery

Role No: 00008

Position: Infrastructure Specialist - Network

## Infrastructure Specialist - Network

### What is the purpose of this Role?

As an Infrastructure Specialist you will be critical to the success of the shared Support and professional service delivery functions as you use your excellent time management and technical skills to plan, coordinate and execute activities and requirements as part of the technical operations team delivering projects, incident resolution, system enhancement requests and installations.

- Assist technical Operations team to achieve existing contractual commitments within agreed SLA.
- Liaise with clients, suppliers, and internal team members to deliver the highest standards of Service.
- Follow, create, and maintain all policy, processes, and procedures.

### Key Accountabilities:

- Provide high levels of service at all times.
- Ensure that incident management procedures are followed and that an incident tracking system is kept up to date
- installation of project initiatives to clients both remotely and on site.
- Pro-actively investigate and resolve any issues and progress them through to resolution.
- Assist with installations of critical security patches for network infrastructure devices.
- Ensure all customer contract commitments are discharged.
- Maintain a proper record of the client networks including network diagrams and equipment configurations
- Acquire knowledge of IEC 62443 and apply to working practice.
- Willingness to travel to client site and install, support network infrastructure

### Skills and Experience:

- Technical Network skills (HW and SW) – troubleshooting and installation configuration (Cisco, HPE, Palo Alto, ISE)
- MRP – Media Redundancy Protocol – PROFINET, Ring networks – Not essential
- RSTP – Rapid spanning tree protocol
- Awareness of Virtualised environments – Installation, creation, and management (VMware vSphere)
- iSCSI Network switch configuration

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- Willing to work towards IEC 62443 cyber security qualification.
- Excellent communication skills, both written and verbal.
- Ability and willingness to create technical and operational documentation
- Minimum of five years in IT technical support
- Knowledge of RMM products desirable (N-Able)
- Friendly, confident, and professional
- Strong attention to detail with well-developed problem-solving skills.