

Technical Lead (Support)

e2e-assure are seeking to fill the role of Technical Lead within the Infrastructure Support team.

Candidates will require an excellent level of technical knowledge and demonstrable experience of providing technical support and escalation to other members of the Support team.

Overview

The Infrastructure Support Team provides support to external and internal customers, assisting them through support and consultancy. The role is predominantly Linux focused and therefore requires a good level of relevant knowledge and experience.

We will provide the support and guidance to enable you to develop in your role. This includes a dedicated annual training budget.

Key tasks

Provide point of technical escalation within the Support team and coordinate customer/stakeholder communication pertaining to service impacting activities.

- 3rd line investigation and root cause analysis
- Provide technical mentorship within Support team
- Identification of service improvements
- Drive automation of internal processes e.g., patching
- Develop/Improve technical documentation
- Scheduling of tasks, e.g., patching
- Liaising with customers
- Deputising for Support Manager when required
- Ad hoc tasks as they arise

Candidate Attributes

Essential:

The successful candidate will be required to perform escalated 3rd line level troubleshooting within the following areas:

- Linux (Red Hat/CentOS/Ubuntu)
 - General system administration including patching/updating
 - Networking
 - Filesystems
 - Scripting experience
- Networking
 - Basic understanding of TCP/IPv4 networks
 - Troubleshooting basic L2/L3 networking issues
- MS Windows Server technologies and best practice
 - Active Directory
 - Group Policy
 - Networking
- VMware
 - Troubleshoot and maintain vCentre, ESXi, physical or virtual storage technologies
- Experience supporting server hardware (HP/Dell/IBM):
 - Break/Fix
 - BAU maintenance
 - firmware updates
 - hypervisor patching
 - working in secure data centres

Desirable:

- Knowledge of Cloud environments: AWS / Azure
- Experience with patching automation
- Security working practices
- ITIL knowledge
- Experience with Performance & Availability Monitoring Systems
- Understanding of Public Key Infrastructure.
- Experience of building/deploying networking equipment – switches, routers, firewalls



Location

Due to COVID-19 we are all working remotely. When we can reopen our Oxfordshire office it is our intention that this predominantly will be an office-based role (with scope for some home working), with some travel as required.

Hours

Up to 40 hours per week, some on-call working will also be required.

Salary and benefits

Competitive salary, depending on experience.

25 days annual leave, rising to 28 days over time.

We also offer personal R&D time, a dedicated training budget, company sick pay and contributory pension scheme.

Other information

After being provisionally offered a role, candidates will be DBS and background checked by a third-party, and must be willing to attain SC and NPPV3 clearances (we will put you through this process). Failure to pass these checks may result in your application being discontinued.

We expect e2e-assure employees to have a high standard of personal integrity, both during and outside work time, including how they present themselves online. We may conduct background and open source checks to verify this.