Our innovative and growing company is looking for an infrastructure support analyst. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for infrastructure support analyst

- Troubleshooting complex issues surrounding the Windows Server estate at both software and hardware levels
- Attend cross functional meetings to help suggest and design solutions to support business goals and strategy
- Provide support and daily assistance to 2nd line functions ensuring customer queries are resolved quickly and efficiently, whilst providing training and knowledge sharing
- Suggest and identify ways to improve current processes and where possible maximise use in current software technologies
- Follow IT processes to ensure OLAs are met
- Engineering, installation and maintenance of Windows server hardware and operating systems
- Working closely with Plant and IT management, central IT support, plant floor personnel and supplier partners, providing production support and overseeing day to day operations ensuring SLA's / KPI's are met
- Monitoring overall application performance and required services that support business partners, as required
- Ensuring IT priorities related to application sun-downing, improvements and CPU reduction are completed
- Providing production support (respond and resolve tickets, scheduling changes)

- Exposure to (academic, internship, professional) distributed development and/or scripting languages (Java
- Solid knowledge and understanding of TCP/IP and DNS, routing/switching (VLAN).,VPN and related infrastructure technologies
- Strong relationship building and teamwork skills, able to work effectively with cross functional / cross cultural team
- University degree or equivalent experience in technical support environment
- Two (2) or more years of Network/Systems Engineering experience required
- Two (2) or more years of IT Security experience required