



Example of Infrastructure Support Engineer Job Description

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Our company is looking to fill the role of infrastructure support engineer. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for infrastructure support engineer

- The ability to take the initiative to work on tasks, outside of your immediate scope of responsibility and encourages others to do so
- The ability to manage conference calls, with multiple attendees in order to resolve issues (beneficial)
- Proactive in communicating and selection of topics according to the audience
- Highly organised and capable of tracking a variety of tasks to closure
- Accepting of feedback from Managers, Peers, and Clients in regards to work performance
- Provide support services including all day to day management and support of activities related to the data centers, hosting and network environments, cloud, data storage, and infrastructure systems
- Administration and process management such as change assignment activities, operational reports, service request fulfillment, capacity management, and problem and incident management
- Lead and provide in-depth problem analysis, troubleshooting, and coordination and deliver resolutions as a 2nd or 3rd level subject matter technical specialist
- Provide measurement and reporting information on capacity in conjunction with application owners and outsourced partners
- Responsible for overseeing daily operate activities, customer calls, issues and trouble shooting, root cause analysis with GTI Bigdata Greenplum platform

- Bachelor's or foreign degree equivalent in Computer Science, Computer Engineering, Electrical Engineering or related field, combined with progressive relevant experience
- Provide recommendations for security devices to be placed on a network
- Sound understanding of associated Email gateway technologies
- Bachelor's degree in and 5 years of experience in systems engineering or administration or an equivalent combination of education and work experience
- 2+ year's experience with Microsoft Lightweight Directory Services – LDS
- Minimum of five years of experience working with Infrastructure enterprise technologies such as datacenter technology, storage and Windows servers, cloud, authentication solutions, and disaster recovery virtualization with a strong understanding of technology architecture in an enterprise environment