



# Example of Infrastructure Support Engineer Job Description

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Our innovative and growing company is hiring for an infrastructure support engineer. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for infrastructure support engineer

- Lead monitoring best practices within development teams
- Help team move towards better DevOps practices through avenues such as automation, self-healing, removing bottlenecks, process improvements
- Must work collaboratively with Quality, Technology, Operations and Commercial personnel, Global R&D colleagues and most importantly, with customers
- As part of the Product Development team, ensure customer material requirements are integrated into the stage gate process
- Conduct laboratory trials
- Provide support to address customer complaints/ challenges and propose technical/technology development projects to enhance our service to the customer
- Implement new analysis techniques to better understand and further facilitate product development
- Maintain effective communication (written and other) with key organizational personnel and department in matters of general customer-related product applications activities, competitive quality issues, opportunistic trials, and relationship enhancement
- Work collaboratively with plant Operations/Op-Tech, Quality and other R&D staff to contribute to innovative technical improvements in existing HR products and to develop new products

## Qualifications for infrastructure support engineer

- Minimum of four years of experience with Microsoft products
- Experience with deploying and supporting large scale infrastructures and applications
- Managing and Scheduling Jobs
- Hadoop Client and Cloudera Manager
- Certification in virtualization technologies (Openstack, VMware,...)
- Experience in a similar support role