



# Example of Infrastructure Support Job Description

Powered by [www.VelvetJobs.com](http://www.VelvetJobs.com)

Our company is searching for experienced candidates for the position of infrastructure support. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for infrastructure support

- Strategy, analytics and reporting
- Drive improvements in efficiency and effectiveness through structured change programs
- Target state design for the organization
- Program management of the transformation program
- Partnerships – Establishing and managing to partnership objectives, including providing transparency, reporting, and resource management across partner organizations
- Project management office for the function
- Providing infrastructure, systems and applications support across all functions of the business
- Day-to-Day management of the service desk which would include managing 2 junior helpdesk support analysts
- Liaising with third party suppliers to resolve system and infrastructure related issues
- Introducing a support Knowledge Base including creation of support documentation

## Qualifications for infrastructure support

- Experience/Knowledge on Java/J2EE & .net components
- Experience/Trained on Unix/AIX, Windows platforms
- Preferable knowledge on the Networking concepts

- At least 1 - 2 years of experience in Service Delivery
- At least 1 - 2 years of Infrastructure Project Management experience