



# Example of Infrastructure Support Job Description

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Our growing company is hiring for an infrastructure support. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for infrastructure support

- Producing reports from the service desk application to present at daily/weekly team meetings
  - Support other IT and Business resources as appropriate and carry out other tasks as agreed with the IT manager
  - Perform real-time audit and remediation tasks associated with maintaining a fully NERC & CIP compliant operation for 7,000 wind turbine assets in North and South America
  - Disposition the nonconformances at the first level troubleshooting procedures, help return reporting & monitoring systems to service, and if required, escalate issues to the Critical Infrastructure Support Engineers
  - Perform site and internal systems level NERC & CIP audits based on the perscribed checklist
  - Log all nonconformances found, and remediate or escalate to ensure proper disposition
  - Review all Security Information & Event Management (SIEM) events and log, remediate or escalate to ensure proper disposition
  - Maintain site and internal systems NERC/CIP scorecards to drive continously improved fleet adoption
  - Drive on-time delivery of all NERC & CIP operational work tasks and reporting requirements
  - Seek out and adhere to all training requirements to ensure up to date subject matter expertise
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- Experienced in Business/Disaster Recovery Management
- Skilled professional in managing Business Interface and relationship
- Experience in banking and finance industry will be an added advantage
- Technical certifications in IT field and Project Management can be an added advantage
- Comfortable working in a demanding fast-paced, customer-focused organization with start-up culture with evolving processes
- Experience of Swift technologies