Our innovative and growing company is searching for experienced candidates for the position of infrastructure support. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for infrastructure support

- Support process and application scalability to support our growing fleet
- Adapt to new cyber security operational processes and ensure that you execute them in targeted time-frames
- Manage and Execute PAC queues to support sites, Fleet Performance teams, Engineering teams, and Warranty teams
- Help build, document, deploy, and support automation solutions to support scale of the CIP team in terms of expectations on numbers of turbines supported and type of work expected
- Actively feed lessons learned back into procedures and quality checks to drive CIP world class operational excellence
- Help identify systematic technical issues in transaction system to drive platform level solutions
- Provide input to develop training material relative to the CIP team that can be used by both internal and external customers
- Developing a keen understanding of the Directory Services platforms to aid with obtaining unique business needs and requirements in support of Active Directory and related technologies
- Clearly document the technical specifications of the both internal and external requirements against Directory Services platform
- Operation of the customer applications (Print, FSU, Backup)

Qualifications for infrastructure support

managers

- Follow Through - Gathers and presents information (such as performance trending or recurring problems), but then also follows up to ensure that the appropriate actions are taken
- Experienced in desktop support & troubleshooting & resolution
- An IT related Degree or relevant professional qualification and experience
- Experience using Microsoft products such as Windows Server 2008/2012, Active Directory, Exchange 2010
- Excellent communication skills both written and oral, particularly in communicating complex, technical issues clearly to non-technical parties