



Example of Infrastructure Support Job Description

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Our growing company is hiring for an 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

- Should have understanding of Problem, Change, Configuration, Service Request fulfilment and Release management processes and how they correlate with one another
- Plan and coordinate any planned outages on the Infrastructure with minimal impact to customers
- Providing technical and people management leadership to a team of 17 people across various offices/countries
- Actively participating in the design of the support model, training, documentation and recruitment in relation to the transition of new services supported by Deskside Support
- Supporting the team through any appropriate means to meet Service Level Targets
- Maintenance of the BI platform
- Serves as customer single point of contact for high severity issues
- Troubleshoot and administer infrastructure and applications supporting the businesses daily operations
- To ensure all services provided are delivered within agreed SLA and financial commitments
- Provide effective ICT support for the event delivery operations of the college

Qualifications for infrastructure support

- Understanding of business process - Not only does this position require someone who wants to learn, but actually does learn the environment from

- Courage to speak with any level of management, and the ability to deliver bad news good - this includes highlighting areas for improvement
- Ability to think through and analyze work assignments and problems logically
- Associate's degree specializing in Computer Science or equivalent related field and 2 - 4 years of experience supporting end users and associated technologies
- Bachelor's degree in computer science, engineering or demonstrated equivalent combination of education and experience
- 2+ years of experience in maintaining and developing .NET applications and associated web services with a focus primarily on the hardware supporting these applications