



# Example of IT Infrastructure Engineer Job Description

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

Our growing company is hiring for an IT infrastructure 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 IT infrastructure engineer

- Be proactive in performance and availability monitoring
- Help develop disaster recovery and business continuity plans
- Provide guidance and technical mentorship to our desktop support engineers
- Provide support for the overall health and operability of the corporate collaboration and email environments
- Escalation assistance in performing troubleshooting
- Proactive monitoring, alert and reporting for systems, backups and conduct operational / system recovery when necessary
- Support of MobileIron MDM solution
- Work closely with line management and US IT, follow enterprise architecture and standards to build, manage and maintain IT infrastructure systems of Impax Taiwan
- Act as an escalation point for advanced or difficult user IT requests and provide level II support to other helpdesk technicians within SLA
- Travel for business as required

## Qualifications for IT infrastructure engineer

- IT Installation Services
- 7X24 Data Center Operations
- Data Center Facilities
- Windows (desktop and server), Unix/Linux

- Experience in vendor management, ability to manage and monitor progress to ensure objectives are achieved for outsourced maintenance and projects