



Example of IT Infrastructure Engineer Job Description

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Our company is growing rapidly and is looking for an IT infrastructure engineer. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for IT infrastructure engineer

- Write/engineer network device configuration scripts with associated change documentation to meet project goals and deadlines
- Review and provide feedback on change documentation/engineering of other engineers
- Undertake routine preventative measures and implementing, maintaining and monitoring network security, particularly if the network connects to the internet
- Provide training and technical support for users with varying levels of IT knowledge and competence
- Tracking resolution of all open incidents both internally and with third parties (when required) to ensure that SLA's are met and escalating to the Head of IT where appropriate
- Support the IT Services Coordinator in providing the Divisional IT Support Service
- Initiation of escalation procedures when incidents are not resolved within the required Service Level
- Contributes input into infrastructure architecture and ensures infrastructure architecture is implemented as intended
- Identifies and resolves highly complex or specialized issues that may require departures from traditional approaches and the establishment of new techniques and processes Works on complex issues where analysis of situations or data requires an in-depth evaluation of variable factors
- Gather business and system requirements from teams across Juniper supporting the creation of architectural, design and operational requirements

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- Proficient with Windows server builds
 - Experience with SMTP email routing and solutions such as Cisco Ironport and Sendmail
 - Working knowledge in PowerShell scripting or any other form of scripting and automation
 - Experience with SharePoint 2013 (On-premise & Cloud version), Symantec Enterprise Vault and MessageLabs
 - Ability to multi-task and track the status of multiple projects and issues at once
 - Exchange certifications