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

Responsibilities for lead infrastructure engineer

- Support to manage and enhance the governance model that enables capacity management, resource forecasting, and delivery task-time analysis
- Establish key metrics around service delivery, management, and operations
- Create standard & repeatable processes to diagnose issues, track status & escalate issues in/outside team
- Build process improvement/automation to reduce support effort and increase availability and scalability
- Maintain Runbooks, SOPs, and MOPs, that document and enhance GTO functions
- Drive a spirit of pride and sense of process management across GTO functions globally
- Manage and maintain the I&O related area of our ITSM tool ServiceNow
- Manage, maintain and trouble shoot Thales and Gemalto infrastructure
- Planning, designing, managing and documenting delivery of infrastructure technologies supporting a complex and heterogeneous corporate data and voice infrastructure
- Using standard methodologies (ITIL, risk management, project management, and TCO calculation) to ensure reliability, security, recoverability and cost effectiveness of all designed and delivered solutions

Qualifications for lead infrastructure engineer

- Experience testing and automating on Android

- Minimum of 10 years Storage engineering experience in of SAN, NAS and/or Backup Technologies
- The individual must demonstrate a broad understanding of internetworking technology principles that includes proficiency in UNIX, DNS/DHCP, and BIND protocol
- The individual must be able to create network plans, ensure technology interoperability, document existing and proposed network infrastructure, maintain relationships with technical solution providers, and provide last tier troubleshooting/support