

**JOB TITLE: Junior Infrastructure Engineer**

**JOB HOLDER:**

MAIN PURPOSE OF JOB

Support and maintenance of company servers, workstations and related IT equipment. Including support and configuration of software, and provision of assistance to colleagues.

POSITION IN ORGANISATION

- Reports to the Infrastructure Team Leader within the Technology department
- Provide assistance and support to CDL employees as directed
- Direct contact with internal and external customers to resolve issues

SCOPE OF JOB

**Technical** – support and maintain company servers, workstations and networks

**Communication** – provide timely communication to colleagues, internal and external clients

**Project Work** – participate in project work as directed, ensuring timely completion of assigned tasks

DIMENSIONS & LIMITS OF AUTHORITY

- Assist in project work
- Schedule own workload to achieve delivery targets
- Maintain procedural documentation

QUALIFICATIONS

- Relevant IT-related qualification would be advantageous

EXPERIENCE

- Demonstrable knowledge of computer hardware (PC/Servers) and operating systems
- Familiarity with standard office applications
- Communication within a team environment
- Participating in projects, ideally with a technical aspect

**JOB HOLDER ..... IMMEDIATE SUPERIOR .....**

**DUTIES & KEY RESPONSIBILITIES**

**Technical**

**60%**

- Support and maintain secure access to the company servers and workstations
  - Install and configure software on servers and workstations as required.
  - Support and maintain the company communication systems and other infrastructure resources
  - Monitor and update backup and failover systems
  - Assist other team members with technical support work as required
  - Apply relevant security clearance/restrictions for users accessing company resources
  - Ensure technical documentation and procedural documentation are kept up to date
  - Perform regular maintenance and updates on company systems following relevant testing
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**Project Work**

**15%**

- Participate in technical projects as directed
  - Document project activity in accordance with departmental procedures
  - Implement approved recommendations into the company infrastructure as directed
  - Keep Team Leader up to date with project progress
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**Communication**

**25%**

- Ensure the Team Leader is informed of relevant support and infrastructure issues
  - Promoting and maintaining professional standards
  - Communicate new problem resolutions to other team members
  - Keep clients informed of work being carried out to resolve problems
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