

Infrastructure Support Engineer

PREREQUISITES

- At least 5 years of Information Technology experience
- At least 5 years of management experience
- Must have Linux qualification
- At least 2 years of demonstratable experience deploying and managing a Linux based environment
- At least 2 years of experience managing third-party software vendors for support and deployment of their services.

Please submit your CV **only if you qualify the above minimum criteria.**

AppCentrix is a South African managed IT services company based in Centurion, Gauteng. We provide our customers with real-time visibility of their independent data across the technology landscape and translate it into information to support decision makers in their strategic journey of digital transformation. Please review our website before applying: www.appcentrix.co.za

DESCRIPTION

We are looking for an ambitious, self-motivated individual with a passion for all things IT, has excellent diagnostic and problem-solving skills, and a successful track record in deploying and managing a Linux based environment.

RESPONSIBILITIES

Infrastructure Design and Deployment

- Hands on involvement with design, configuration and installation of all infrastructure and supporting services for the organisation.
- This includes but is not limited to the initial sizing of hardware, virtual infrastructure, and services as required to enable the business and meet SLAs with customers.
- The role will also require familiarisation with the third-party products that the business utilises to ensure proper standards are maintained and deployments meet vendor specifications.
- Design and deployment will also include elements of networking such as specifying and deploying firewall rules, routing and VPNs as required.

Infrastructure Management and Monitoring

- Ensure that all our infrastructure deployed both at data centres and on-premises at customers are maintained and managed to meet availability requirements.
- Management is done through proactive tasks such as patch management, general housekeeping, log file review and actions taken based on finding or recommendations made. Keeping track of available software updates, tracking features and ensuring that updates and upgrades are performed as relevant.

- Ensure systems meet security standards and apply security remediations in a timeous manner to reduce risk to the organisation and clients.
- Ensure all systems are adequately instrumented and monitored to maintain service levels and respond to incidents timeously to prevent SLA breaches where appropriate.
- The role will require engaging with external stakeholders such as third-party vendors or customer support staff where we are dependent on them for services such a data centre hosting or software support.
- Ensure that backups are maintained and executed at regular intervals to ensure recoverability in case of an incident.
- Manage access to systems and corporate networks through user and firewall access management.

Change, Incident and Problem Management

- Maintain proper change controls to ensure no unauthorised changes occur on the supported production systems. Ensure changes are planned, reviewed, approved and communicated to impacted stakeholders prior to deployment of changes.
- Apply industry standard incident management practices to resolve incidents as quickly as possible and drive problem management where applicable.
- The role is also responsible for raising and resolving any issues with vendors related to their products.

General

- Manage and develop junior resources by tasking and managing required output.
- Keep system current, live and stable and maintain related system documentation.

SKILLS REQUIRED

- 5 years' experience in the ICT environment as an IT support engineer.
- Good understanding of, and experience with:
 - Data centre environments
 - Networking (LAN and WAN)
 - Monitoring protocols such as SNMP
 - Linux administration (Red Hat Enterprise and derivatives)
 - Firewalling with access lists and network translation
 - Virtualisation administration
- Excellent problem-solving skills.
- Scripting to automate tasks within Linux and Windows environments.
- Ability to research new technologies and upskill themselves.
- Experience with the following will be advantageous:
 - ITIL
 - MariaDB / MySql
 - Palo Alto firewalls
 - Cisco Switches
 - Dell PowerEdge hardware
 - Red Hat Certified Engineer or equivalent

- VMware and KVM (libvirt)
- Python scripting

ATTRIBUTES

- Assertive and ability to carry out instructions and communicate effectively at various levels.
- Strong communication skills and ability to drive tasks to completion.
- Have a positive, proactive can-do attitude.
- Ability to work in an unstructured/flat/non-hierarchical environment.
- Compliance with all processes and procedures.
- Self-managed and ability to work under pressure both independently and in a team.
- Be punctual and presentable.

WORKING HOURS

- The position will entail normal working hours but may at times require tasks to be completed after hours to reduce user or customer service interruption.
- The incumbent may also be required to form part of a standby rotation schedule to support the infrastructure in case of incidents.

APPLICATIONS

We are aiming to fill this position by March 2022.

If you do not hear from us, you may assume that the fit was not right.