



Title of Position: ICT Infrastructure Engineer (Grade 7)
Reporting to: ICT Operations & Infrastructure Manager
Office: SOLAS
Location: Block 1, Castleforbes House, Castleforbes Road, Dublin 1.
Reference: 356

Role Summary:

SOLAS are seeking an ICT Infrastructure Engineer to join the Operations and Infrastructure team in the IT & Digital Business Unit. This person will be a key member of a small in-house team, with responsibility for supporting the installation, configuration, maintenance, backup and recovery of the ICT systems and hardware infrastructure.

Key Responsibilities:

The successful applicant will:

- Manage and support SOLAS ICT infrastructure; ensure all systems are configured in a secure and consistent manner and that the infrastructure is both reliable and resilient.
- Configure and support SOLAS environment in the Azure Cloud.
- Ensure ICT systems are actively monitored and procedures are in place for dealing with alerts.
- Participate and lead complex infrastructure projects.
- Actively manage any incidents, ensure that they are escalated where necessary and that normal service is restored as soon as possible.
- Engage with other teams in SOLAS, as well as external stakeholders to provide direction, guidance, and support on infrastructure solutions.
- Produce documentation and operational procedures.
- Provide guidance and share knowledge with other colleagues to improve the efficiencies of the unit.
- Assist in the management and monitoring of the SOLAS ICT Network.
- Keep up to date with developments in Information Technology.
- Represent SOLAS on committees and at meetings as necessary.
- Any other duties which may be specified from time to time.

Requirements:

Essential

- Third level qualification in ICT, Computer Science, Engineering or equivalent.
- Experience of Windows Server Operating Systems and Azure Cloud Services.
- Knowledge of Microsoft Windows Hyper-V.
- Strong organisational skills and experience with managing complex projects.
- Understanding of network technologies and protocols such as TCP/IP, VLANs, NAT.
- Ability to apply analytical skills to evaluate and interpret complex problems using multiplesources of information.
- Knowledge of Internet technologies.
- Good communication skills, ability to deliver technical content in a clear, concise manner.

Desirable

- Knowledge and experience of both Microsoft and Azure Active Directory.
- Experience of Veeam Backup and Recovery solutions.
- Experience of Cisco Networking.
- Experience deploying and managing Server and Network monitoring tools.
- Experience of working within ITIL Framework.

Work Experience

- Minimum of 5 years' experience working in an ICT environment, configuring and supportingWindows server infrastructure.

Education:

- QQI/FETAC/HETAC ICT qualification level 7 or above

Personal Skills

- Candidate must be flexible/adaptable in their approach to work, embrace change and adapt workpractices accordingly
- Have a 'can do' attitude
- Be efficient and effective at working and be self-organising
- Good interpersonal skills