**JOB PROFILE**

**Job Title:** Senior IT Infrastructure Engineer **Hours:** Mon –Fri 9:00am to 5:30pm
**Salary**: 27k – 34k L**ocation:** Penryn

## Job Summary:

Working as part of our technical team the role encompasses a broad range of IT infrastructure products including security, virtualisation, cloud, connectivity and IP telephony. Within this role you will be working with our customers throughout Cornwall. This will be hands on installation and project work, technical support, assisting with product and service development and providing technical advice to our sales and technical teams. The position represents an opportunity to learn and develop skills alongside a dedicated and highly skilled team in a rapidly developing business.

## About you:

You will need a keen interest and understanding of IT infrastructure with strong technical skills. You will be motivated and ambitious and someone that enjoys working with customers and technical teams. Attention to detail and willingness to learn and progress is essential. In return, you will receive a competitive salary, company pension and assistance to study and take exams in Microsoft’s industry recognised syllabus.

## Key Roles & Responsibilities:

You will be involved with deployment, configuration and support of the following core platforms, products and services (but not limited to):

Office 365, Azure, Cloud managed switching and WiFi, Windows Server, Hyper-V, HP, Dell, Routers, Firewalls, IP Telephony, Business Continuity.

You will have the opportunity to learn new products during on the job training and the option to focus on a core specialisation within our business portfolio.

You will be expected to install and use NCI’s managed services platforms used to monitor our customers networks.

Follow service desk procedures and ensure your assigned tickets are kept up-to-date with accurate information and relevant time entries ensuring the client is kept up to date always.

To work closely with our customers and provide them with a high level of service, support and relevant advice and consultancy.

To work with and assist fellow technicians and contribute to building a team environment.

Primary Contact: Ben Marchant

Please send CV’s to: careers@ncitech.co.uk