

## 3rd Line Engineer with basic Azure experience

3rd line point of escalation duties with basic Azure experience

### in summary

*Novacroft is looking for an experienced 3rd line engineer with a focus on strong implementation skills based on the Microsoft Windows Server stack. Basic Azure experience is desirable but not a prerequisite. The successful candidate will receive training as the direction in which the role will evolve is that of Microsoft Azure. Please note that a prerequisite strong knowledge of on-premises Windows Server role implementations is key for any application to be considered with success. Supporting, designing and building the items listed in “Infrastructure & Networking” is key. The role would be initially based in our Northampton office twice a week with the remaining days being remote.*

*Reporting to the Head of IT & Security IT Manager, the primary focus of this role is on helping design the Cloud infrastructure within Azure and transitioning to it from a hybrid environment, whereas the secondary focus lies with implementing projects which are necessary for the transition where applicable as well as 3rd line support where and when necessary, acting as a point of escalation for the 1st and 2nd line Infrastructure Support Desk team members.*

### in more detail

#### Essential skills

##### Security

- Secure-by-design principles
- Knowledge & understanding of security requirements set by ISO27001, PCI DSS, CE+
- Patching & vulnerability management (Greenbone or Nessus Pro)
- Server hardening based on industry frameworks (NIST, Microsoft, SANS, etc)

##### OS, Linux, Microsoft Server Roles

- ADDS + Domain Controllers
- DHCP & DNS
- DFS
- IIS
- SSL / Issuing CSRs & installing
- RDS with load balancing
- Hyper-V
- WSUS
- NFS
- NPS
- Powershell scripting
- Linux Server OS deployments, configuration & patching

##### Infrastructure & Networking

- HA / DR-ready infrastructure
  - Network architecture
  - Network administration (OSPF, BGP, MPLS, Express Route, VLANs)
  - Microsoft ASR (Azure Site Recovery)
  - ESXi administration
  - Dell SAN administration
  - Fortinet administration
  - CISCO switch administration
  - DNS design, implementation, administration
  - VLAN design, implementation, administration
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- Technical documentation authoring

## Desirable skills

### Microsoft Azure Cloud

- 2 or more years of cloud solution design experience
- Resource usage & capacity planning
- Understanding of Azure financials
- Build experience & strong knowledge of components within Azure IaaS, PaaS and SaaS

### Technical

- Automation of infrastructure orchestration
- Provisioning through infrastructure-as-a-code for horizontal & vertical scaling
- Bash scripting is a bonus
- Monitoring (Azure, PRTG, Solarwinds)
- SIEM (Alienvault or LogRhythm)
- Identity Access Management experience
- SSL
- Zerto
- Desktop Central or equivalent
- Cyber-security threat landscape
- Participation in out of hours on-call support rota scheme
- Participation in monthly maintenance, security patching in and out of hours

### Soft

- Vendor management
- ITIL-based service desk experience
- Working to SLA
- Performing calmly under pressure
- Time management
- Delegation when appropriate
- Continuous Improvement, Root Cause Analysis
- Understanding of importance of Personal Data, adherence to GDPR

## qualifications/ experience

essential		desirable
<ul style="list-style-type: none"> <li>• 5 GCSEs, grade C or above including Maths and English</li> <li>• 5 years previous experience in 3rd line with key role Windows Server implementations</li> </ul>		<ul style="list-style-type: none"> <li>★ 2 years or 2 projects of Azure cloud build &amp; migrations</li> <li>★ AZ-900 Microsoft Azure Fundamentals or demonstrable equivalent knowledge</li> <li>★ AZ-303, AZ-304 Microsoft Azure Solutions Architect Expert or demonstrable equivalent knowledge</li> <li>★ A degree level qualification in an IT related discipline is beneficial</li> </ul>

To undertake any other duties as requested by your line manager commensurate with the level of the role. This document outlines the key areas of responsibility for the role, however we encourage every team member to support the team to enable the delivery and development of our business goals and fully contribute in ways which will support our business.