



Job Description

Job Title	Infrastructure Consultant
Department	Internal IT
Responsible For	<p><i>We are looking for a proactive Windows Infrastructure Consultant with a broad and comprehensive range of skills to join our Internal IT team. This is an exciting opportunity that comes at a time of investment and transformation with an ability to influence the CDW UK Corporate IT environment.</i></p> <p>The configuration, deployment, testing, maintenance, monitoring and trouble resolutions of infrastructure components to provide a robust, industry standard, infrastructure platform.</p>
Responsible To	Head of IT
Main Purpose of Job	<p>Server Management, including Active Directory, Group Policy, Domain Name System (DNS), File/Print Servers, PKI infrastructure and the Windows OS family.</p> <p>Support, install, maintain, and troubleshoot servers and related software for data centre infrastructure.</p> <p>Monitor Server infrastructure for failures and performance problems.</p> <p>Work with internal business units to research, evaluate, test, pilot, document, implement and transition into support teams new software and hardware.</p> <p>Respond to incidents logged in the Incident Management system and provide end users with a technical solution within Service Level Agreements.</p> <p>Provide technical assistance and co-ordinate with business owners to complete server project requirements and act as point of technical escalation and expertise.</p> <p>Escalate and work with vendors when required. Implement and administer scheduled tasks.</p> <p>Identify and escalate service issues accordingly.</p> <p>Verify, approve, recommend and deploy changes via the ITIL change management process.</p> <p>Act as a role model for technical competence, helpfulness, facilitation of learning and teamwork.</p>



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	<p>Proactively maintain and develop technical accreditations, knowledge, skills and experience through vendor contact, industry sources, formalised training and development plan.</p> <p>Work with Internal IT consultants to better understand issues and solutions.</p>
<p>Knowledge & Experience</p>	<p>Essential</p> <ul style="list-style-type: none"> - At least 3 years' experience in a similar SLA driven support role - Proven Customer Service Skills - ITIL Service Operations Framework (Incident, Change, Problem and Major Incident Management) - Proven experience in supporting complex server infrastructure, delivering projects and associated changes. - Industry recognised qualifications in relevant areas of current Microsoft Server operating systems - Public Cloud exposure - Virtualisation - Solid understanding of Virtualisation technologies - Knowledge of IT Security concepts and best practice' - PowerShell scripting - Microsoft Clustering <p>Desirable</p> <ul style="list-style-type: none"> - Hands on Knowledge of VMware environments - Hands on Azure / AWS - Hands on Knowledge of Microsoft Exchange - Hands on Knowledge of Microsoft SQL Server - Knowledge of Server Hardware - Exposure to Linux OS (i.e. Debian /Ubuntu) - Understanding of Networking fundamentals
<p>Personal Attributes</p>	<ul style="list-style-type: none"> - Strong team player - Good communication skills - Punctual and reliable - Positive, enthusiastic and supportive individual - Ability to take ownership of and progress incidents to resolution, or to identify when escalation is necessary - Ability to work under pressure - Interpersonal skills including listening, building rapport, establishing empathy whilst demonstrating awareness of internal and external issues in a calm and polite manner. - Willingness to travel to CDW UK based sites and data centres and operate outside of core hours as and when required.