

# Senior Infrastructure Technician

*Cradley Heath, Birmingham*

## Your responsibilities

We have a new opportunity for a Senior Infrastructure Technician to join us here at thyssenkrupp Materials UK! As the Senior Infrastructure Technician, you will be ensuring our network is up and running, ensuring patching and security is up to date, all IT hardware is configured and project work.

Reporting into the Infrastructure Manager, you will help support them with any delegated task and project work to ensure we are supplying the best IT service as a team to our employees and business. Working alongside our Germany team will mean you need great communication and diagnostic & analytical skills.

Some of your main responsibilities will include:

- Assess and design appropriate technical solutions;
- Provide input for planning, coordinating and executing infrastructure changes utilising recognised best administrative practices in a controlled manner ensuring that infrastructure changes do not disrupt the business;
- Identification and removal/mitigation of IT risks;
- Install, configure and maintain IT Client and Server hardware
- Install, configure and maintain structured cabling systems, telecom systems, WAN, LAN, Wireless Networks and local Internet, remote access, VPNs and connectivity protocols.
- Analyse and implement network software or hardware changes;
- Resolve incidents, problems and service requests to prompt resolution using the ITSM tool;
- Testing and identifying network and system vulnerabilities;
- Develop and maintain technical documentation;
- Adhere to information security requirements, policies and standards;
- Travelling when required for meetings or site related activities;

## Your profile

Essential:

- A high level of self-motivation together with a willingness to learn new skills;
- Excellent interpersonal and communication skills including: written, oral and presentational;
- Ability to work both independently and within a team environment;
- Strong relationship management skills and an engaging capability for working in collaboration with customers, internal and external colleagues and suppliers earning their respect and confidence;
- Customer focused - always assessing the impact and benefits for customers as the first priority;
- A logical and pragmatic approach;
- Problem solving skills and ability to work under pressure and maintain customer service ethic;
- Driven, energetic and enthusiastic, with a 'can do, will do' approach;
- Able to physically operate, handle, and lift IT equipment.
- Extensive knowledge of VMWare, vCenter, vSphere and ESXi 6.5 or higher
- Networking – Switches, Routers, SAN Switches, TCP/IP etc.
- Hardware maintenance
- Fault finding and diagnostic skills
- SAN and Network Storage Solutions – NetApp preferred
- Microsoft Technologies – ADFS, TMG, WAP etc.
- Hands-on experience managing firewalls and switches e.g. Checkpoint, Cisco ASA, Juniper
- Active Directory, Group Policy, DNS, DHCP
- Server Hardware
- Experience setting up and administering Virtual Servers (VMware preferred)
- Antivirus configuration – McAfee. Sophos
- Exchange on premise
- Telephony – preferably Mitel
- Backup processes

- Microsoft Certificate Services
- Preferably CCNA or Higher
- Knowledge of at least one scripting language (PowerShell, BAT, bash, Perl)
- Significant Help Desk / Technical support experience in a Windows environment;
- Ability to develop clear, concise documentation.
- A full UK driving license and access to a vehicle.

Desirable:

- Previous experience of Cyber Essentials;
- Great awareness of cybersecurity trends and hacking techniques;
- Vendor certification of the following: MS Windows System Support, Cisco knowledge – LAN / WAN and Wireless;
- Full Lifecycle Project Management Experience
- Project Management Qualification;
- Microsoft Cloud Services – O365 and Azure

**Your benefits with us**

- £40,000-45,000 per annum dependant on experience
- 25 days holiday + bank holidays
- Permanent health insurance
- Advantageous pension scheme
- Hybrid working policy
- Car Buying Scheme  
& many more

**This is us – your new employer**

With around 480 locations in over 40 countries, thyssenkrupp Materials Services is the biggest materials distributor and service provider in the western world. The broad service spectrum offered by the materials experts enables customers to focus on their individual core business. The area of Materials Services spans two strategic areas: global materials distribution as a one-stop-shop – from steel and stainless steel, tubes and pipes, nonferrous metals and specialty materials to plastics and raw materials – and tailored services in the areas of materials management and supply chain management. An extensive omnichannel architecture offers 250,000 customers worldwide cross-channel, round-the-clock access to more than 150,000 products and services. A highly efficient logistics system ensures that all requested services are smoothly integrated into customer production processes “just-in-time” or “just-in-sequence”.

**We value diversity and therefore welcome all applications, irrespective of gender, nationality, ethnic and social background, religion and beliefs, disability, age, or sexual orientation and identity.**

*Please note that we reserve the right to remove this advert prior to the advertised expiry date, dependent on the level of response received. You are therefore advised to apply at your earliest convenience. Due to the volume of applications we receive, we are unable to supply individual feedback at the CV review stage.*