

HybrIT Introduction

HybrIT Services is a fast-growing Systems Integrator and Managed Service Provider. At HybrIT we deliver a customer first approach to services, ensuring quality while maintaining great relationships with our customers.

Our customers range from large corporate, medium business to SME and are from a wide range of verticals from financial services, public sector and legal to national retail. HybrIT has a number of routes to market with extensive partnerships within the IT channel and a growing direct business. This gives our staff a broad range of exposure and experience across multiple business sectors and different scales of technical solutions. The right candidate can expect a competitive package while being able to work in an environment, which allows the team to develop both personally and professionally, in an exciting growing business.

Location

Client Site or Head Office Royal Ordnance Depot, Weedon Bec, Northampton, NN7 4PS.

Hours

Standard working hours of 37.5 hours per week

Support cover currently works on a shift-based system providing cover from the office between 7am and 7pm.

A shift rota is in place for out of hours cover which rotates between the team

Travel to customer locations will be required on occasion

Role Summary

This is a hybrid role, which will work with customers to deliver support within the managed services team and assist with internal and customer projects. The role will be varied and provide opportunity to get involved in a range of products, services, projects, and client types as detailed below.

- Provide 3rd line infrastructure technical support to agreed service level commitments to end customers.
- Provide escalation point and support to service desk team to achieve overall service SLAs.
- Deliver support/ projects in line with the engineers' skillset, remotely but also at client site on occasion.
- Proactively monitor and maintain hosted and managed systems.
- Take ownership of client problems and respond proactively.
- To assist service desk engineers as a mentor point to develop overall skill levels across teams.
- Accurately log incidents and track actions in the ITSM toolset.
- Liaise with third party suppliers \ vendor technical support.
- Patch Maintenance of client-systems and perform feature updates
- Submit change controls and technically manage through to completion
- Maintain internal documentation, ITSM knowledge base and CMDB.
- Practical experience both in customer facing and remote support roles.

Experience

The Ideal Candidate will have strong experience in a support role within an IT managed Service Provider or Enterprise level IT department (over their career), with significant experience gained in 3rd line infrastructure role within their recent career.

Career Path

Great opportunity to join a team on the cusp of significant growth of customers, capability, and capacity. The right candidate will have the opportunity to further specialise in a support function and get involved in project work which could lead to a career path, towards specialist within technical consultancy.

Datacentre Skills

This is a Hybrid role across networking and platform disciplines. Candidates which are strong in one area but have base skills in the other will be considered, assuming they have the attitude and aptitude to fill any gaps in knowledge.

- Strong knowledge of layer 2 and layer 3 routing \ switching environments, including overlay technologies such as VXLAN and Cisco ACI
- In depth knowledge of interior and exterior routing protocols, OSPF and BGP required
- Experience of working in dual stack IPv4 and IPv6 datacentre network infrastructure
- Understanding of wireless network solutions, particularly from Aruba and Cisco Meraki
- Experience of deploying, managing and analysing NetFlow results from critical infrastructure
- Public and Hybrid Cloud Solutions including Azure and AWS Networking technologies and deployments
- Advanced knowledge of managing enterprise class firewalls
- Advanced Hypervisor Skills
 - VMware - vSphere, Vcentre, (SRM, Vrealize, NSX an advantage)
 - Hyper-V – Core, SCVMM, advanced 2019 features, Azure hybrid configurations
- Veeam Backup & Replication
 - Veeam VCSP platform
 - Veeam cloud backup and O365 configuration and support
- Storage Technologies such as Netapp, EMC, HPE, Dell
- Hyper Converged Infrastructure – Nutanix, Azure Stack
- Experience of System Centre Orchestrator and Service Manager

Core Skills

Essential up to 3rd line base knowledge of Infrastructure that provides the core for Datacentre Base Knowledge

- Strong Knowledge of Windows Server 2008 up to 2019
- Knowledge of base Microsoft Services (SQL, IIS, Exchange, RDS, PKI)
- Active Directory - Management, Group Policy, Sites and Services, AADconnect
- Administration, configuration and support of Office 365 Suite (Azure AD/Identity management/ SharePoint/Teams/Intune/Exchange Online)
- Systems Monitoring suite experience (preferably PRTG)
- ITSM tool aligned with ITIL processes. (Full ticket lifecycle management experience)
- Knowledge of ITIL and service desk process (incident, change, problem, release)
- Strong documentation capabilities
- PowerShell Advanced level skills

Desirable Knowledge

In line with a long-term career path Infrastructure engineers will need to develop skills in specialist areas either at a high level as a generalist or to develop themselves into a specialist team member. Any previous knowledge in the below area is an advantage.

- Experience of SIEM technologies such as Azure Sentinel
- Experience working with Azure Pipelines and DevOps
- Experience of Agile methodologies and
- Security Products such as Dark Trace and Reveal(x)
- Automation experience using tools such as chef and terraform
- In depth knowledge of FortiGate firewall policies including UTM features with web filtering, application control, IPS/IDS signatures
- Experience of scripting and technologies such as Python

Technical Certifications

Desirable or equivalent knowledge (infrastructure engineers will need to attain some of these certifications as part of their role)

- Cisco Certification Track - CCNP minimum
- Vendor certs from FortiNet, Aruba, PRTG
- Azure and AWS Certifications

Package

- Competitive Base Salary
- Performance Related Annual Bonus
- Workplace Pension
- Death in Service cover
- Employee Share Scheme in 2020
- Great Office environment with staff room
- Excellent onsite parking facilities
- Day to Day perks such as snacks and employee lunches
- Excellent social environment with events such as games nights and various competitive competitions for those who want to take part