

## Senior Infrastructure Engineer – Microsoft

Based in Cape Town, the Senior Infrastructure Engineer will be responsible for providing business as usual support to the core infrastructure stack – primarily; AWS and Azure Virtual Environment, O365/Mimecast, Windows Servers, Backups and Monitoring solutions – as well as maintaining and managing the junior and intermediate Microsoft Engineers in their team.

### REQUIREMENTS

#### Academic

- Graduate-level qualified in Computer Science, Engineering or a related discipline or equivalent experience
- Technical certifications in key infrastructure services and applications

#### Experience

- 4-6 years' experience working in a similar role
- Efficient understanding of how to administrate and troubleshoot mail flow and email related issues
- A good understanding of the AWS and Microsoft datacenter and operations technology stack
- Have solid understanding and experience managing Directory Services and User Policy Management
- A solid IT infrastructure background with prior (and current) experience supporting IT operations with a 24/7 uptime requirement
- Experience managing virtual infrastructure – Zen, VMware, Microsoft Hyper-V, AWS etc.
- Experience of highly available and fault tolerant system/s

### RESPONSIBILITIES

#### Security

- Ensure that all platforms and systems are in line with the required Security Standards

#### Compliance

- Help to ensure the delivery of infrastructure solutions in line with PCI-DSS and other compliance requirements, including documentation
- Complete and perform daily, monthly and yearly audit requirements

#### Workload Management

- Provide business as usual support to your particular workload and environment
- Be the technical owner of your particular workloads' infrastructure

- Support escalations from Group Service Desk for investigation and resolution of technical issues
- Helping to support the reduction in the number of "Critical" incidents and investigate possible causes and fixes
- Monitoring daily activities, including Change Requests, Project deliverables and Jira ticket responsibilities - Adopting a practical, methodical approach to identify and resolve issues
- Work to implement and make sure environments are structured and built with redundancy and "key component" failures in mind
- Make sure environments and workloads are run as cost effective as possible

### Communication

- Managing technical escalations as necessary
- Communicate relevant technical business solutions to the identified internal or external stakeholder

### Technical Process and Development

- Develop (where and when necessary) and maintain support procedures
- Develop (where and when necessary) and maintain operating policies and procedures for workloads under management
- Develop (where and when necessary) backup and recovery solutions for workloads under management
- Automating tasks that can and should be automated
- Explore ways to constantly improve quality of existing services, processes and systems in order to maintain system effectiveness and reliability

### Technical Resource Management

- Manage and maintain a set of "always available" skills that are appropriate for your particular zones' skillset needs and business's operational requirements
- Monitoring daily activities, including Change Requests, Project deliverables and Jira ticket responsibilities - Adopting a practical, methodical approach to identify and resolve issues
- Manage, coach and mentor junior/intermediate resources to enhance and grow their technical skills
- Propose solutions to challenges, and ensure correct implementation of proposed solutions with your team
- Responsible for driving and identifying best practice within the current technical climate, which best aligns with Technical and Business Strategy

### Responsibilities on Demand

- Due to the fluid and dynamic environment within DPO new, additional or changed position responsibilities will occur
- Successful demonstration of change orientation is an on-going responsibility in all positions

### OTHER SKILLS

- Good communications skills
- Eager, continuous learner
- Professional and responsible
- Innovative and adaptable
- Ability to work within a team as well as independently
- Leadership ability
- Must be proficient in PowerShell
- Advanced understanding of basic services such as DNS, DHCP, Routing etc.
- Understanding of CD/CI tools advantageous
- An excellent understanding of SCCM and surrounding services (WSUS, Group Policy, Package Deployment etc.)
- Solid understanding of Microsoft technology stacks and services
- Highly comfortable with communicating technical concepts to both a technical and a non-technical audience
- Experience with Azure cloud services
- Mimecast knowledge advantageous
- Experience managing Microsoft based systems advantageous
- Experience managing junior Microsoft engineers
- Previous networking and firewall support advantageous
- Analytical/ trouble shooting skills

Email your cover letter and comprehensive CV to [talentsa@dpogroup.com](mailto:talentsa@dpogroup.com).

\*Please indicate if you were referred to us, and who referred you.