PENCARRIE

Job Description

Job Title	IT Infrastructure Engineer
Reports to	IT Manager
Location	Willand

Company Information

With over 30 years' experience, PenCarrie has built a strong reputation as a leading B2B supplier to the garment decoration industry. Based in Willand, Devon, PenCarrie stocks over 4,000 product lines and 95,000 SKUs from over 90 of the industry's top brands of promotional t-shirts and corporate clothes to high specification outdoor wear. With a primary focus on meeting the needs of customers, PenCarrie delivers not just on choice but exceptional customer service, reliability and the values that make it one of the leading companies in the market. PenCarrie is a family business employing over 300 team members each of whom is as passionate about the business as the next.

Main Purpose of Job

Being responsible for designing, building, deploying, and maintaining the IT infrastructure using the latest technology. An IT infrastructure engineer ensures all the IT systems that support the business function efficiently.

Main Responsibilities

- Responsible for performing several duties for the overall objective of maintaining the infrastructure of the organisation.
- Updating hardware required for maintenance of servers and the network, fixing any network and connectivity issues that could crop up, detecting system and application issues, and ensuring the smooth flow of data and voice throughout the organisation.
- Design and install infrastructure components on networks and servers, ensure that the technical performance aspects in the infrastructure environment are optimised, including database, network, and application server performance.
- Manage the security of computer systems and inter-application information transfers. They ensure optimum uptime for complete network services and servers.
- Identifies opportunities for improvements in networking infrastructure to ensure network resiliency and capacity for future growth.
- Provides resolutions to desktop, server and phone system issues, in addition to day to day administration and management of network infrastructure.
- Ensuring knowledge is kept up to date through continual professional development using provided training platforms including research and development in identifying opportunities for implementation of new technologies
- Manage crisis situations and work under pressure to resolve problems
- Produce relevant documentation and project plans.
- To provide 3rd line technical support, and to provide technical expertise for 1st and 2nd line IT support staff, sharing technical knowledge.

Knowledge, skills, and experience required

Essential

- Virtualization platform experience (VMware preferred)
- Understanding of network hardware and technologies
- Microsoft cloud service, Azure/Microsoft 365
- Windows Server Configuration 2016 onwards
- Excellent written and spoken communication skills, interpersonal and analytical skills
- Ability to make decisions on technically complex issues
- Flexibility to work outside of normal working hours throughout the year as well as in different locations

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Desirable
- Shared Storage Technologies   - Backup systems and solutions   - Wireless network configuration   - Firewall configuration experience   - Microsoft Group Policy   - IP Telephony system experience   - Linux or Mac OS Operating Systems   - Degree in a computer science or information technology field   - Relevant IT qualifications
Competencies Perseverance Pursues everything with energy, drive, and a need to finish; seldom gives up before finishing, especially in the face of resistance or setbacks. Attention to detail Thoroughness in completing a task through concern for all the areas involved, no matter how small. Monitors and checks work or information and plans and organises time and resources efficiently. Customer Focus Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect. Commercial Outlook Knows how businesses work; knowledgeable in current and possible future policies, practices, trends, and information affecting the business; knows the competition; is aware of how strategies and tactics work in the marketplace. Composure Is cool under pressure; does not become defensive or irritated when times are tough; is considered mature; can be counted on to hold things together during tough times; can handle stress; is not knocked off balance by the unexpected; does not show frustration when resisted or blocked; is a settling influence in a crisis. Initiative Does more than is required or expected in the job; does things that no one has requested that will improve or enhance products and services or avoid problems; plans for upcoming problems or opportunities and takes appropriate action. Functional/Technical Skills Has the functional and technical knowledge and skills to do the job at a high level of accomplishment. Integrity and Trust Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; does not misrepresent him/herself for personal gain. Approachability Is easy to approach and talk to; spends the extra effort to put others at ease; can be warm, pleasant, and gracious; is sensitive to and patient with the interpersonal anxieties of others; builds rapport well; is a good listener; is an early knower, getting informal and incomplete information in time to do something about it.

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Key Contacts
Internal: IT Manager, BI and Data Manager, Development Team, IT Project Management Team, Helpdesk Team
External: Suppliers
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