

## Job Description

<b>Job Title</b>	<b>Infrastructure and DevOps Engineer</b>	<b>Hours of work</b>	<b>Full-time – 37.5 hours/week</b>
<b>Role Holder</b>	<b>New role</b>	<b>Line Manager</b>	<b>Web Operations Manager</b>
<b>Department</b>	<b>Web Operations</b>	<b>Line Reports</b>	<b>N/A</b>

### Role Purpose

You provide internal business and project infrastructure support and standardising processes. Working with the Web Operations Manager you ensure project infrastructure requirements are actioned, clearly defined and documented.

### How this role fits into the business

The operations team is an essential part to Adactus. It forms the connection to keep the business moving. Adactus is a people first company, so the role will involve working closely with other employees, and particularly the developers as part of the DevOps role. The overall goal being to improve technology, solve active problems across the business, and proactively enhancing the IT systems and processes.

### What we need from you

- Ensuring support tasks are dealt with securely and efficiently
- Provisioning, installation/configuration, operation, and maintenance of systems infrastructure including; cloud and on-premises network infrastructure
- Providing support to the development team as part of project delivery
- Trouble shooting
- Scripting and automation of system admin tasks
- Documentation of infrastructure for both internal and external environments.

### Your everyday checklist

- Investigate reported problems / support requests and determine the appropriate action
- Monitor progress of support requests and ensure all parties are kept informed
- Provide responses to requests for support, suggest solutions and work-a-rounds
- Monitor solutions via regular creation and scrutiny of reports, identify potential problems and performance trends
- Create, update and manage assigned JIRA tickets whilst keeping key people up-to-date with results and key milestones
- Maintain solution documentation

- To remain up-to-date with client issues and Adactus developed applications

## Have you got what it takes?

- Good communication skills with both internal team members and external business stakeholders.
- A background in Networking - LAN / WAN and Wireless e.g. Meraki
- Shows an understanding of core internet technologies - Routing and Switching, DNS, DHCP, mail transport, OSI Model
- Desktop and server hardware knowledge
- Windows, Linux, and virtual machine experience
- Some scripting experience – i.e. Python/PowerShell
- Process driven – helping to define and ensure processes are followed
- Azure DevOps experience
- Azure and AWS Cloud management
- Office 365 administration including Exchange and SharePoint online
- Back up policies, procedures and technologies
- Willingness to undertake Microsoft exams contributing to Adactus maintaining Microsoft certification
- Maintain confidentiality.

## Competencies

### Essential:

- Motivating others
- Organised & Effective working
- Adaptability & flexibility
- Achieving results
- Initiative

### Desirable:

- Customer Focus
- Respect for Others
- Communicating

## We would love you to have knowledge in:

- Cisco experience
- Exposure to Atlassian JIRA
- SQL Server administration experience
- Microsoft certification

*The job description is not exhaustive and the post holder will be expected to carry out any other duties as are within the scope, spirit and purpose of the job as requested. Duties and responsibilities may change over time and the job description will be amended accordingly.*

**Adactus is a people-first tech company. Our mission is to provide the right people, right technology, right solutions to transform their business.**

**Together we strive for continuous improvement and innovation, inspired by technology**

