

Role 3 - IT Infrastructure Specialist

Company - [ProCloud](#)

The ProCloud logo is located in the top right corner of the page. It features the word "ProCloud" in a green, sans-serif font, with a small orange square dot at the end of the word.

Job Overview

The IT Infrastructure Specialist will work as part of a small specialist team who deliver highly technical solutions and support to our enterprise client base, allowing them to maximise their investment in Information technology by supporting the deployment of high-quality Infrastructure solutions and technologies in diverse client environments. This role will provide a superb opportunity to be trained in and work with cutting edge technology using HP Enterprise, VMWare and Microsoft solutions across server, storage, cloud, networking, virtualisation and security.

Main Responsibilities:

- Set up monitoring tools and dashboards to track the performance and health of applications and infrastructure, configuring proactive alerts.
- Provide operational and technical support to clients both remotely and onsite.
- Log account activity and ensure client documentation is always up to date.
- Complete daily checks and administrative tasks.
- Complete required industry certifications related to key vendors.
- Support site upgrades and project deployments.
- Develop and maintain strong relationships with clients and third-party vendors
- Support projects across other areas in the Company.

Role & Skill Requirements

- A third level qualification in computer science or equivalent
- Some knowledge of the principles of infrastructure and VMware in the Private & Hybrid Cloud domain, as well as an understanding of network infrastructure devices, firewalls and active directory administration is also required.
- Exposure to /Experience of Server, Storage, Hype-V, System Center, SAN, Window Server, Hyperconverged and Microsoft Azure is advantageous.
- Excellent verbal and written communication skills
- Good analytical and problem-solving skills
- Ability to work both independently and as part of a team
- Structured approach to work, with a high level of attention to detail