

## JOB DESCRIPTION

**JOB TITLE:** Infrastructure Engineer  
**REPORTS TO:** Team Lead, Enterprise Platforms, Enterprise Platforms  
**LOCATION:** Wellington

### Introduction

Solnet's Enterprise Platform team provides DevOps, infrastructure, and middleware support services to our enterprise clients. We are also responsible for Solnet's internal infrastructure, including the software delivery platforms used by our in-house development teams. As such this role requires specialist knowledge in some or all the following areas:

- Systems administration, monitoring and alerting
- Platform as a Service, infrastructure, and middleware
- Automation, DevOps tooling and Continuous Delivery
- Cloud services.

### What we're looking for

We are looking for an Infrastructure Support Engineer to join our team of highly skilled and passionate staff. However, we are not just looking for a person who brings great technical skills, but someone who will contribute to be a part of our great team culture.

### The role

Your job will be to provide the technical knowledge and guidance needed to deliver the high level of support required by our clients, both internal and external.

You will need to possess a sound problem-solving approach as well as the ability to work as part of a team, but also without close supervision.

The role also offers the potential for exposure to DevOps delivery practises, automation technologies and cloud platforms.

### Job scope

The role of the Infrastructure Support Engineer is to provide support for both our clients and internal systems. This will include the working on the following technologies:

- Scripting and automation
- Operating systems and virtualisation
- DevOps tooling
- Cloud and platforms (including SaaS, IaaS, and PaaS)
- Security
- Networks and hardware
- Manage the technical resolution of client and internal incidents and problems

- Databases and user directories
- Work on other projects as support work allows.

If you are new to some of these skills, this is a great opportunity for you to grow your skills in the above areas. You must, however, have at least a background in Linux Systems Administration or similar to qualify for this role.

### **Major activities and responsibilities**

- Participate as part of the Enterprise Platforms team, providing operational and support services
- Participate as a member of external and internal project teams when required
- Perform paid client engagements, often at client's premises
- Provide technical resolution of client problems, including complex problem diagnosis and troubleshooting
- Liaise with project teams, subject matter experts and client technical contacts as required
- Perform operational administration activities for client environments under an agreed support model or statement of work
- Attend client and internal meetings; be an interactive participant
- Work with other technical team members to design and deliver solutions for both client and internal system projects
- Act as a technical escalation and co-ordination point for high priority support incidents
- Become a part of the paid after-hours on-call roster as required by your line manager
- Develop and maintain technical knowledge of supported middleware and infrastructure by developing expertise in appropriate products as agreed with line manager
- Develop and maintain knowledge of client technical environments by:
  - Performing paid client engagements
  - Familiarising yourself & developing all relevant client site documentation
  - Resolving client technical problems via telephone, remote connection, or site visit
- Experience participating in and facilitating project based agile meetings
- Ability to estimate task/effort duration for work scoping purposes.

### **Key performance indicators**

- Maintain a great attitude to your work and represent Solnet's brand with professionalism
- Support is delivered to service level agreements and to client's expectations
- Deadlines, budgets, and tasks allocated on projects are achieved
- Excellent feedback from clients and colleagues
- Client systems show improvements in reliability and ease of support.

**Qualifications**

- Ideally a Computer Science degree or equivalent
- Ideally understanding of IT Service Management (such as ITIL).

**Required skills**

- Excellent troubleshooting and problem-solving
- Unix/Linux & Windows administration expertise
- Directories (e.g. Active Directory, OpenLDAP).

**Preferred skills**

- Understanding of continuous integration and continuous delivery pipelines
- Familiarity with current DevOps toolchain services (e.g. Ansible, Docker, Jenkins, git)
- Web and Application Server experience (e.g. Apache, nginx, IBM WebSphere)
- Good networking skills – TCP/IP, firewalls, and security
- Cloud technologies (e.g. AWS, Azure)
- Scripting (e.g. bash, Python)
- Virtualisation technologies (e.g. Red Hat Enterprise Virtualization, VMware)
- Monitoring (e.g. Nagios, Prometheus, Elasticsearch/Kibana)
- General database knowledge (ideally MySQL & PostgreSQL)
- Identity Authentication Management systems such as OpenAM.

**Desirable Attributes**

- Professionalism in work and conduct
- Excellent technical skills in one or more specialist areas
- Strong client focus, emphasis on a team approach, but with a well-rounded mature approach to handling any situation
- Good commercial awareness
- Good organisation skills
- Pleasant, outgoing personality
- Excellent written and verbal communication skills
- Ability to communicate pro-actively with clients, both external and internal
- Helpful nature
- Ability to relate with people at all levels but primarily at a technical level
- Work with minimal supervision, often on client sites while maintaining communication channels to appropriate Solnet representatives.