Role:	Infrastructure Administrator
Department:	Infrastructure
Salary:	From £29,000 per annum
Responsible to:	Hosting and DBA Manager

Job Purpose:

Providing ICT support for Cantium and its customer's storage and compute infrastructure. Responding to incidents and carrying out high impact / major planned changes. The role will require you to carry out medium scale complex system enhancements and assist on the delivery of projects, for the benefit of Cantium and it's customer's users and the smooth operation of the infrastructure.

Main duties and responsibilities:

- Manages the storage and backup systems to provide agreed service levels.
- Assists with the creation, improvement, and support of quality IT services with optimal utilisation of storage resources, ensuring data security, availability, and integrity of business data.
- Produces standards, procedures & guidelines for implementing data protection and disaster recovery functionality for business data using online and offline storage devices.
- Carries out the full range of defined tasks associated with operating and controlling the installed hardware and software. This will involve the use of multiple hardware and software platforms.
- Assists in installation and maintenance work associated with the installation, including maintenance routines ensuring the appropriate tools and test equipment.
- Investigates and diagnoses problems, working with senior staff and suppliers as appropriate.
- Resolves complex problems, co-operating with the operational Management to maintain overall performance.

Cyber Security and Risk Management responsibilities

- As an employee of Cantium Business Solutions you are required to complete regular mandatory training in relation to Cyber Security and Risk Management and continually ensure your knowledge is kept up to date.
- All Cantium employees have a responsibility to protect the confidentiality, availability and integrity of personal data that is processed by Cantium, as well as a responsibility to report any data disclosed in error.

Description of Business

The Company is dynamic and agile and is built on a new service culture based on 4 key principles;
- Fast
- Connected
- Insight Driven
- Customer-Led

The business model and people strategy build on these principles and will reinforce the company's reputation for delivering high quality back-office services to its customers.

Person Specification

Qualifications	- Educated to GCSE level or equivalent to include English and Maths. - Relevant ICT industry recognised qualification to advanced level or equivalent experience. - ITIL Foundation.
Experience	- A proven track record of a position in infrastructure operations or related Service Delivery function. - Supplier relationship management, including SLA adherence and contract management. - Experience of storage, backup and virtualisation architecture. - Assisting on project delivery. - Production of procedural documentation and its use.
Skills & Abilities	- Excellent communications skills to communicate effectively with senior officers, with the ability to describe complex technical solutions in plain English. - Able to organise own workload. - Ability to learn new software/hardware in depth quickly by taking responsibility for own development and improvement. - Ability to make evidenced based decisions on impact and risk to the ICT Infrastructure and storage systems. - Operations Management – Proficient with methods, techniques and tools for planning, organising, resourcing, directing, co-ordinating and monitoring ongoing (non project) activities. - Conceptual Thinking – Proficient in the understanding of the underlying issues in complex problems or situations by correctly relating these to simpler or better understood concepts, models or previous experiences.

	• Oral and Written Expression – Excellent in communicating effectively by word of mouth and in writing.
Knowledge	• Good knowledge of storage infrastructure, including, SAN disc, Archiving, de-duplication technology, backup appliances and file management.
	• Good knowledge of virtualisation hypervisors such as VMWare HyperV, including provisioning, support and high availability.
	• Good knowledge of Enterprise Netbackup.
	• Good knowledge of server hardware architecture including support, maintenance and upgrades.
	• Good knowledge of HPE ProLiant Server Infrastructure including rack and blade.
	• Good knowledge of server and desktop operating systems.
	• Advanced knowledge of compute infrastructure platforms.
	• Technical Field – Proficient in theory, current practice and latest developments in the relevant field of computer science, telecommunications, software engineering or information systems.
	• Corporate Industry and Professional Standards – Proficient in specific standards associated with the role.

Worrall House, 30 Kings Hill Avenue, Kings Hill Business Park, West Malling, Kent ME19 4AE
t: 03000 411115 e: info@cantium.solutions

Cantium Business Solutions, registered in England & Wales at Sessions House, County Road, Maidstone, Kent ME14 1XQ. Company No. 11242115. VAT No. 294 5402 88.
Filename: Infrastructure Administrator

Please note – Version control is via SharePoint. This document is uncontrolled once printed