Zen Internet Role Specification

JOB ROLE: Infrastructure Designer

Key Deliverables

A new role has been created for an Infrastructure Designer to join the Design & Engineering function.

Reporting to the Design & Engineering Manager, you will be responsible for creating detailed technical infrastructure designs and providing technical consultancy to internal stakeholders. The role requires that you possess the necessary self-discipline to take ownership and responsibility for delivering complex project and consultancy work on time and to a high quality.

Extensive knowledge designing Microsoft / Windows platforms is essential for this role but the successful candidate will also be capable of working with a range of other technologies including Linux, Virtualisation, Networks and Storage to build highly scalable and available platforms.

Key Responsibilities

- Undertake investigations as a technical consultant; providing recommendations to internal clients
- Research and develop opportunities where technical innovation can bring value to Zen
- Gather requirements, perform feasibility and design technical solutions for scalable, resilient platforms and products
- Write, approve and maintain technical implementation documentation on existing services and platforms
- Perform Project Management roles for internal technical projects as needed, ensuring work is delivered on-time and to a high quality
- Provide 4th level support for faults as required (Generally only required in working hours, but in exceptional circumstances assistance may be required out of hours)

Candidate Profile

Essential requirements

- Experience in a similar role designing new services, platforms and infrastructure
- Experience of design and architecture principles
- In-depth experience designing scalable and highly available Microsoft / Windows platforms
- Experience in at least two of the following areas:
    o Linux systems design
    o Network design
    o Storage design
- Extensive knowledge and experience of delivering complex projects on time and with minimum disruption for customers
- Must be keen to learn and develop new skills
- Patient & friendly attitude with excellent interpersonal skills
- Ability to work on own initiative
- Excellent communication skills

Desirable requirements

- Extensive knowledge and experience with Windows operating systems and applications such as IIS, MSSQL & Exchange
- Knowledge and experience with Linux Operating systems and applications such as Postgres, Apache and Exim
- Knowledge and experience with authentication and directory technologies such as Active Directory and FreeRADIUS
- Knowledge and experience with network management tools such as Cacti, Nagios, OpenNMS, and Rancid
- Knowledge and experience of designing and building databases
- Knowledge and experience of Ethernet and TCP/IP
- Knowledge and experience of Quality of Service technologies and protocols
- Knowledge and experience of access technologies and protocols, in particular DSL
- Knowledge and experience of L2/L3 IPVPN networks
- Knowledge and experience of testing
- Experience writing scripts to solve real-world problems
- Knowledge of IPv6
- Knowledge of VOIP technologies and protocols
- Knowledge of load balancing principles and technologies
- Professional level certification relevant to Systems, Networks or Storage

Hours:

- 37.5 hours per week (Flexi-Time, Mon – Fri, Core Hours 10am - 12pm and 2pm – 4pm)