

Job Title: IT Support and Infrastructure Engineer
Reports To: IT Support Manager

Summary

Due to continued expansion, we are looking for an **IT Support and Infrastructure Engineer** to join our highly skilled IT Support Team. The successful candidate will ideally be AWS certified and highly experienced and competent within this role.

Role Description:

- Building and installing new servers as part of on-going maintenance or for the provision of new services.
- Assisting in the delivery of software services, working closely with the Aviation Development team, with a view to transitioning those services to Operations and IT Support smoothly.
- System security: control and maintenance of the access controls and permissions within the relevant server environment(s) as well as appropriate system and physical security measures. These include identification and application of security patches and Access Management.
- Identifying areas where improvements can be made using redundancy, or additional services to provide a more stable service to the business.
- Assisting Incident and problem management functions in root cause determination of issues and input on creating preventative processes and reoccurrences.
- Active participation in DR planning, activities and testing.
- Delivery of Technical solutions and projects using agile project methodologies.
- Be part of the Tier 1 on call out of hours support rotation

- Be active as part of the IT Support Team providing assistance with Support Help Desk phone calls, emails and tickets
- Provide general IT Support within the office as and when required
- Undertake any duties as reasonably requested by the IT Support Manager

Experience, skills and knowledge:

- Strong background in Unix/ Linux operating systems
- Good background of working with data sources such as MySQL
- Good understanding of source control systems, such as Git
- Experience with cloud platforms, such as AWS
- Understanding of OS security hardening concepts and best practices
- Good understanding of standard network services including TCP/IP, HTTP and DNS
- Have the ability to learn technical concepts quickly
- Have enthusiasm for working in a fast paced, rapidly changing environment
- A creative problem solver, with the tenacity to go the extra mile to understand and resolve a problem
- An understanding of IT service delivery
- Ideally have scripting knowledge in one of the following Bash, PHP and Python
- Have strong written and oral communication skills

**** although not a specific requirement of the role, due to the location of the offices the successful candidate will be a driver with access to a vehicle**

Qualities:

- Self-motivated and hard worker
- Ability to receive feedback and constructive criticism positively
- Putting the customer first and using quality as a prime driver of outcomes
- Desire and willingness to learn
- A team player

Location:

Our Headquarters are situated one mile from Humberside Airport in the small quiet village of Kirmington. We are surrounded by the picturesque Lincolnshire countryside ideal for a lunchtime walk. The local pub, The Marrowbone and Cleaver and St Helena's Church are just a couple of minutes away.

Staff Benefits:

- Excellent Pay (salary negotiable, depending on experience)
- starting on 22 days annual leave plus public bank holidays (from January 2020 all staff will start on 25 days annual leave plus bank holidays)
- Development opportunities
- Company pension scheme
- Flexible working scheme
- Holiday purchase scheme
- Summer and Winter bonuses based on performance
- Free drinks and fruit at work
- Choice of hardware - we all use the latest technology
- Free onsite parking
- We also have a spacious building with a fully equipped kitchen area and 'chill out zone' with a games area

How to apply:

Please forward your latest CV with a covering letter to jobs@bytron.aero detailing how your experience and skills fit the requirements of this role.

No recruitment agents

Applicants should already have the right to live and work in the UK.