



Infrastructure Analyst

We currently have a vacancy for an experienced Infrastructure Analyst. Working from the company's base in Kilmarnock but covering the whole of Scotland with a mixture of office-based work and field work.

Candidates will possess a good technical knowledge of installing and supporting varied types of software. Must be experienced in providing excellent customer service and problem escalation/resolution.

Primary Job Functions:

- Providing customer focused 1st, 2nd and 3rd line IT support and project work.
- Resolving customer issues within pre-defined service level agreements
- Liaising with Field / Service Desk Engineers to co-ordinate visits
- Working on their own
- Using remote support for support purposes
- Liaising with third party suppliers.

Required Skills:

- Strong understanding of general IT Support including using various methods of remote support
- Good technical and analytical skills
- Experience with Microsoft server products, Remote desktop services, Office 365, Dealing with third party software and VMWare and Hyper V Knowledge is essential.
- Must have networking experience – preferably with WAN / LAN Based products managing Routers, Switches, VLANs and Wireless technologies
- Solid experience in problem analysis and resolution of software problems
- Proven ability to function in a self-directed environment
- Must excel in a fast-paced, agile environment where critical thinking and strong problemsolving skills are required for success
- Innovative thinker who is positive, proactive and readily embraces change
- Ability to handle clients professionally during all interfaces
- Strong written and verbal communication skills
- Must be able to provide root cause analysis
- Successful candidate will require a PVG/Disclosure Scotland check.
- Experience with SQL / MySQL Databases including creating and running queries.



Experience: 3+yrs experience is essential with a qualification in an ICT related area, any MS certification would be beneficial.

Education: HND or above in ICT related environment (preferred) or equivalent.

Work Status: Full time (Based on a 7.5 hour working day)

Travel: The role is office and field based. Successful candidate must be happy travelling long distances with overnight stays where required.

Please send completed applications or CV's to vacancies@microtech-group.co.uk

