**Position: 3rd Line Infrastructure Support Engineer**

**Location: North-West London**

**Type: Permanent**

**Rate/Salary: £45-50k + Benefits**

**Target Start Date: ASAP**

**Job Description:**

We are seeking a skilled and adaptable 3rd Line Infrastructure Support Engineer to join our IT team. This role is crucial for maintaining and improving our IT infrastructure, focusing on a broad range of systems and technologies. The ideal candidate will be a well-rounded professional with hands-on experience across key infrastructure technologies, security compliance, and networking fundamentals.

**Key Responsibilities:**

* Provide advanced (3rd line) support across the IT infrastructure, including Office 365 and Microsoft Tenant management.
* Configure, deploy, and troubleshoot Intune policies and ensure efficient endpoint management.
* Implement and maintain GDPR and ISO27001 compliance across IT systems.
* Administer and support Active Directory (A/D) and VOIP systems, including deployment and configuration.
* Monitor and manage security events using Sentinel and ensure timely resolution of incidents.
* Provide support for basic networking tasks, including IP configuration, DNS, and VPN troubleshooting.
* Collaborate with various teams to improve infrastructure performance and streamline processes.
* Create and maintain documentation, including infrastructure diagrams and standard operating procedures.

**Required Skills and Experience:**

* Proven experience in 3rd Line Support, with a solid grasp of Office 365, Microsoft Tenants, and related technologies.
* Strong knowledge of GDPR and ISO27001 compliance and implementation.
* Proficiency in managing and deploying Intune, VOIP systems, and Sentinel.
* Familiarity with networking fundamentals, including DNS, DHCP, and VPN.
* Hands-on experience with Active Directory and user management.
* Effective problem-solving skills and the ability to work independently.
* Excellent communication skills, with a focus on customer service.

If you're a proactive and versatile IT professional looking to bring your broad skill set to a dynamic environment, we’d love to hear from you!

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