

IT Infrastructure Engineer - Security Cleared

Location: Corsham - hybrid

Salary £34,000 - £43,000 + excellent company benefits + yearly bonus

You must be SC Cleared and eligible to get DV clearance or be DV cleared and be a sole British citizen due to the nature of the work.

NexGen Associates are currently working with an established IT Consultancy client who work within the government and defence verticals. They are now looking to take a highly skilled IT Infrastructure Engineer to join their dynamic and progressive team. In this role, you will play a key part in designing, implementing, maintaining and supporting a range of network infrastructure solutions for their customers.

The IT Infrastructure Engineer will focus on ensuring network availability, performance and security, while collaborating with IT teams and supporting escalated incidents. This position will also involve leading complex technical projects, such as the implementation of Microsoft 365 and network improvements and providing support to the IT Service Technicians in the team.

Duties:

- Design and deploy LAN, WAN, and wireless networks, including routers, switches, and cloud networking solutions (e.g., Azure Firewalls, virtual hubs).
- Configure and optimize network devices to ensure high availability and reliability.
- Lead the implementation of network solutions, addressing both business and technical requirements.
- Deliver key projects including server installations, upgrades, and network enhancements for SME customers in line with security requirements for handling protectively marked information up to OFFICIAL-SENSITIVE including caveats in line with the UK Government Security Classifications Policy.
- Monitor network performance, diagnose, and resolve issues to minimise downtime and maintain high operational service.
- Perform regular maintenance and updates on network hardware and software.
- Ensure system redundancy and implement backup and disaster recovery procedures.
- Implement and maintain firewalls, VPNs, and other security measures to protect customer networks.
- Ensure compliance with organisational security policies and industry standards.
- Proactively identify and address network vulnerabilities and threats.
- Manage network incidents and service requests using ITSM tools such as ServiceNow and Jira.
- Participate in change management processes for implementing network changes and ensuring minimal disruption.
- Document network configurations, designs, and processes to ensure transparency and operational continuity.
- Act as a technical lead for escalated infrastructure issues and complex design projects.
- Provide expert technical assistance and mentoring to other team members.
- Collaborate with other IT teams to support customers with onboarding new systems or applications that require network integration.
- Offer customer-facing support for troubleshooting and ensuring high-quality service.
- Train and mentor junior IT staff on IT system concepts and tools.

Requirements for the role:

- 3-5 years of experience in technical support and network engineering or a similar role.

- Experience of working with ITSM frameworks (e.g., ITIL) and ticketing systems (e.g., ServiceNow, Jira, HaloITSM/HaloPSA).
- Experience with network security concepts and tools (e.g., firewalls, intrusion detection/prevention systems).
- Experience working with RMM toolsets (e.g., N-Able, Pulseway, ManageEngine).
- Experience working with third-party software vendors or solution providers.
- Experience with UK Government Security Classifications.
- Networking certifications such as Cisco Certified Network Associate (CCNA) or equivalent.
- Cloud compute certifications such as Microsoft Certified: Azure Administrator Associate, AWS Solutions Architect Associate or equivalent.
- Associate level Microsoft, AWS or other relevant vendor certifications, such as Microsoft 365 Certified: Security Associate, Teams Associate, Endpoint Administrator Associate, Modern Desktop Associate.