IT Infrastructure Engineer

We’re looking for IT Infrastructure Engineers to join our Technology team and help us continue along our digital transformation journey. As an IT Infrastructure Engineer, you will implement, manage and maintain all aspects of Amberjack’s internal IT infrastructure, allowing our business to run smoothly and efficiently.

What you’ll get involved in

Your role will be working with, but not limited to, physical and virtual servers, switches, firewalls, routers, wireless access points, laptops, mobiles and cloud-based SAAS services. You will be the first point of contact for any practical support issues for those working in our office or remotely.

You could be responsible for:

* Maintaining and supporting the office systems infrastructure, services, servers, networks and related equipment through to desktop support
* Collaborating with other areas of the business to promote and support operational platforms
* Managing incidents and service requests within an agreed SLA
* Working with vendors to resolve issues impacting usage of platforms
* Supporting the IT team in delivering new projects that contribute to business growth, including coaching users on the release of new functionality and features
* Providing practical and best practice advice to the Board, Leadership team and wider Amberjack team

This is a hybrid opportunity however, you would be required to work from our head office in Newbury at least three days a week.

Who you need to be

You should have a broad range of computer hardware and software and understand how IT is implemented and used in a customer’s environment. We’d also like to see your ability to self-research and understand current and new products within, or that affect, the Amberjack environment. Other essential skills include:

* Basic Cyber Security and Windows 10/11 knowledge
* Good desktop, server and network troubleshooting skills
* Experience with Microsoft Office 365 Suite, including configuring Office 365 emails and Antivirus software (Symantec, ESET, etc…)
* Excellent communication to all levels and areas of the business

Skills we’d like to see, but are not essential, include:

* Corporate firewall management
* Familiarity with ITIL good practice
* Experience with ISO27001 Information Security Management Systems

What we offer

Gain real responsibility from day one and leave an impact on our business, team and the clients we service. Enjoy a collaborative working environment with opportunities to develop, both personally and professionally. As well as a great culture and real responsibility, you can also enjoy a salary of £20,000-24,000 and exciting benefits package, including:

* Access 1000s of unique discounts
* Life Assurance
* Cycle to work scheme

Who we are

We are Amberjack. Experts in future talent and volume recruitment outsourcing, technology and assessment. We’re passionate about connecting future talent with inspiring employers to give them a head start in building a successful career through Graduate, Apprentice and Intern roles. Our mission is to enable a world where people are hired and progress based on their future potential rather than experience or privilege.

For more information or to submit your application, please email a supporting statement demonstrating your suitability together with your CV to joinus@weareamberjack.com