**Job Title**: IT Infrastructure Analyst

**Location**: Teesside Airport (Hybird-Remote Working Possible)

**Salary**: £30,000 per year

**Job Type**: Full-time

**Reporting to:** IT Infrastructure Manager

**About The Role**

Draken Europe offers exciting careers that matter.

We believe that mission success does not start with the mission itself. It begins with our people.

Draken also believes in fair reward and recognition for our employees. As such, we offer competitive salaries and a comprehensive benefits package including up to 12% matching pension contributions, bonus incentives, discounted PMI, electric car scheme, tech vouchers, wellbeing programmes and much more.

**Responsibilities**:

* **Manage and Support IT Infrastructure**: Oversee the day-to-day operations of the IT infrastructure, ensuring optimal performance and reliability.
* **VMware Administration**: Manage and maintain VMware environments, including ESXi hosts and vCenter servers.
* **Azure Cloud Services**: Implement, manage, and support Azure cloud services, ensuring seamless integration with on-premises infrastructure.
* **Network Management**: Configure and maintain Cisco network devices including switches and wireless infrastructure.
* **Backup and Recovery**: Utilize Veeam to manage backup and recovery processes, ensuring data integrity and availability and appropriate testing.
* **Incident and Problem Resolution**: Troubleshoot and resolve infrastructure-related incidents and problems, providing timely and effective solutions.
* **Documentation**: Maintain accurate and up-to-date documentation of infrastructure configurations, processes, and procedures.
* **Collaboration**: Provide cover and assistance for endpoint support team. Physical and remote desktop support for Windows devices, printers and phones.
* **Travel**: Travel to remote sites as required to support and maintain IT Infrastructure.

**Requirements**:

* **Experience**: Previous exposure to IT infrastructure management, with a focus on VMware, Azure, Cisco, and Veeam technologies. Experience with end user support for Windows devices.
* **Technical Skills**:
  + Proficiency in VMware administration (ESXi, vCenter).
  + Experience with Azure cloud services (IaaS, PaaS).
  + Strong knowledge of Cisco networking (ISE, switches, WLCs, WAPs).
  + Expertise in Veeam backup and recovery solutions.

**General Skills**:

* + Strong troubleshooting and problem-solving abilities.
  + Excellent communication and interpersonal skills.
  + Ability to work independently and as part of a team.
  + Attention to detail and a commitment to quality.

**Certifications**:

* Ability to achieve UK Security Clearance (SC).
* Relevant certifications (e.g., VMware VCP, Microsoft Azure, Cisco CCNA, Veeam VMCE) are a plus.

**Our employee values**

Draken is committed to eliminating unlawful and unfair discrimination and we celebrate the differences that a diverse workforce brings. A range of perspective and talent supports our values and drives our success, with a mix of voices generating better discussions, business decisions and outcomes for all.

At all our sites internationally, every member of the Draken Europe team is accountable to ensure that we are all treated fairly and with respect.

We are also an Armed Forces friendly organisation, and as part of our commitment to the Armed Forces Covenant, welcome applications from veterans and services spouses and partners who met the criteria in our job specifications.

In line with our Disability Confident Commitments, we provide reasonable adjustments to facilitate our interview process, please liaise with us if any reasonable adjustments are required.