

JOB DESCRIPTION

Job Title: Cloud Infrastructure & Application Support Engineer

Reporting to (Title): Customer Service & Support Manager

Department/Business Unit: Legrand Care

Base Location: Cheadle Royal (Stockport) / Home

Work Location/s: Predominantly office based with option to work 1 day per week from home (Laptop will be provided). There may also be the occasional requirement to visit other Legrand offices and customer sites.

Overall Job Purpose:

‘Jontek’, a key brand of the Legrand Care division of Legrand Electric Limited develops, installs and maintains our assisted living alarm monitoring solution ‘Answerlink’ to social housing, social care & private care providers.

The post holder will provide a combination of remote cloud infrastructure support of our cloud-hosted platform, as well as providing remote application support for the ‘Answerlink’ systems hosted in the cloud and on-premise at our customer locations. The ‘Answerlink’ platform is operated by our customers 24 hours per day 365 days per year for handling emergency alarm calls from vulnerable service users, with the Technical Support Team providing support during office hours.

Job Competencies / Key Skills:

- At least 2 years proven work experience as either a DevOps Engineer, Technical Support Engineer, Desktop Support Engineer or Application Support Engineer.
- Azure Expertise: IaaS management, maintenance & support - vNets, AD, High Availability/Resilience, Cybersecurity deployment, network/data segregation, infrastructure & Server monitoring & alerting.
- Outstanding understanding of Application, Server, and Network Security and compliance requirements.
- Experience with SQL Server and understanding of SQL DB structure and queries required.
- Experience in the implementation & support of SIP Proxy Servers for the handling of SIP/VoIP comms, NAT, reverse proxy etc. Experience of 3CX, Freeswitch, STUN etc.
- Experience of Router/Firewall management, VPN's, network segregation such as vLAN's & DMZ's as per security best practice.
- Competent in building and configuring Windows Servers (2012 – 2019) and Desktops, Linux is desirable.
- Experience and preferably hold certification in Azure, Microsoft, Linux, Cisco or similar technologies.
- Familiarity with remote desktop support applications and help desk software (experience of Salesforce Service Cloud desirable).
- Excellent problem-solving and communication skills, both written and verbal with ability to transfer knowledge effectively.
- A well organised, self-starter, able to prioritise and multi task.
- Able to travel as required in UK and overseas.
- UK driving license.

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Key Duties:

- Monitor all incoming customer technical support requests and systems health alerts into the support desk, ensuring all Cases are responded to promptly, response/resolutions times adhered to as per customer specific SLA's and meet internal KPI's.
- Supporting Azure infrastructure - Monitoring & responding to incidents, management & maintenance of platform.
- Remote Application Support of Answerlink application in Cloud & hosted on customer premises.
- Support Microsoft Server & Desktop Operating Systems.
- Support Linux Debian operating system and Freeswitch/Kamailio SIP Servers.
- Assist with in-house build & test of customer systems and release to customer specific requirements following pre-determined technical notes.
- Assist with technical User Acceptance Testing of Jontek developed software.
- Maintain a knowledge base ensuring any repeat incidents are linked to 'Known problems' and monitor to ensure these are escalated to the Customer Support Manager.
- Creating and updating documentation to ensure that customer information is always up to date and any working procedures created/amended as required.
- In-line with ISO9001, ISO27001 & CyberEssentials, follow documented processes/procedures and record changes, incidents and responses.
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- Assist with the procurement, dispatch and management of ICT hardware & software licenses.
- Abide by Legrand Core Values and Code of Ethics and strive to meet and exceed the Group's Corporate Social Responsibility (CSR) commitments.

Package / Benefits:

- Permanent, Full-time (Monday – Friday, 08:30 – 16:30)
- Competitive salary, working in a critical care sector where we make a difference
- KPI Bonus scheme (after 12 months)
- Laptop
- Holidays – 25 days/year + bank holidays
- Other Benefits: Employee Assistance Programme through EIC, Life Assurance Cover (lump sum of up to 3 x annual salary) , Bike to Work Loan up to £1,200 loan, Staff Sales, Eyecare Vouchers (VDU), Flu Vaccination, Healthcare Services (24/7 GP service, mental health support, wellbeing services) with AIG Smart Health, Hotel and Car hiring discounts, Holiday purchase up to 3 days, online training through in-house and external training platforms, Long Service Awards, Enhance Maternity (14 weeks @ full basic pay + SMP) and Paternity Scheme (1 week @ full basic pay + SPP), Occupational Sick Pay (up to 20 days @ full basic pay rate followed by 60 days @ half pay).