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Job Description: Infrastructure Engineer

Department: Technology & Engineering
Reports to: Chief Technology Officer

Position Overview:

The Infrastructure Engineer at Admit One is responsible for maintaining and evolving the company's IT infrastructure, including servers, networks, cloud environments, and internal systems. This role ensures high availability, security, and performance of all infrastructure components that support product delivery and internal operations.

The Infrastructure Engineer plays a critical role in supporting the transition to web-based technologies and ensuring scalability as the business grows.

Key Responsibilities:

Infrastructure Management:

- Maintain and monitor on-premise and cloud-based infrastructure (e.g. AWS, Azure).
- Manage server provisioning, patching, backups, and disaster recovery.
- Ensure system uptime, performance, and scalability.

Security & Compliance:

- Implement and monitor security protocols, firewalls, and access controls.
- Support compliance with data protection regulations (e.g. GDPR).
- Conduct regular vulnerability assessments and audits.

Support & Troubleshooting:

- Provide 2nd/3rd line support for infrastructure-related issues.
- Troubleshoot network, server, and system issues across environments.
- Support internal IT operations and user access management.

Project Support:

- Collaborate with development teams to provision environments for testing and deployment.
- Assist in infrastructure planning for Vision 2025 and new product rollouts.
- Evaluate and implement new tools and technologies to improve infrastructure efficiency.
- Document code, APIs, and system processes to support maintainability and cross-team understanding.
- Contribute to internal technical documentation such as setup guides, deployment instructions, and integration notes.
- Collaborate with the Technical Author to ensure documentation is clear, consistent, and aligned with organisational standards.
- Flag documentation gaps that impact development, testing, or support workflows.

Skills and Competencies:

- Technical Expertise: Strong knowledge of networking, virtualisation, cloud platforms, and security.
- Problem-Solving: Ability to diagnose and resolve complex infrastructure issues.
- Communication: Clear documentation and collaboration with technical and non-technical teams.
- Tools: Experience with monitoring tools (e.g. Nagios, Zabbix), scripting (e.g. PowerShell, Bash), and CI/CD pipelines.
- Desirable - Spanish, Portuguese, French, or German

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Reporting Lines:

- Reports to: Chief Technology Officer
- Works closely with: Developers, QA, Support Team, Admin Assistant, Product Manager.

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