



Job Title: L3 Infrastructure Engineer

Department: IT

Reporting to IT Operations Manager

Location: Dublin

Date: March 2026

Job Purpose

We are currently hiring for a motivated, self-driven L3 Infrastructure Engineer to provide comprehensive support. Working within the IT team in a very busy environment you will be responsible for supporting all aspects of the Internal, and hosted platforms.

Essential job responsibilities:

- Provide Level 3 escalation technical server support across multiple sites via remote support.
- Will be required to lead various infrastructure projects to completion inhouse and part of the group business.
- Strong knowledge of administration, troubleshooting, Implementation & Configuration of
 - Windows Servers 2016/2019/2022
 - Active Directory - DNS, DHCP, GPO, Patching
 - VMWare 8.03
 - Dell PowerEdge / Power Store / Data Domain
 - Dell AIOPS
 - Manage Engine OPManger
 - Veeam
 - Anti-virus
 - Web Proxy
 - Microsoft Exchange, particularly ActiveSync
 - Microsoft Office 365 / Azure AD
 - RDS services
 - SFTP Services
 - Certificate Services
 - TCP/IP, DNS, routing, NAT, firewalls, VPNs, LAN/WAN Technologies
 - Experience/Knowledge of AWS services (Off-site backup & Site Recovery)
- Supporting Finance / ISO27001 / Sarbanes-Oxley / NIST and Client audits.
- Ensuring adherence to, and effective management of ITIL processes such as incident, change and problem management as this relates to the function.

Requirements:

- Degree level qualification in computer science or technical discipline
- Industry qualifications such as MCP/MCSE/VMWare
- Minimum 4 years relevant experience.
- Strong proactive customer service and interpersonal skills.
- Excellent troubleshooting and analytical skills.



- A proven history of providing excellent customer support in a fast-paced environment
- Previous technical support experience in corporate environment.
- The ability to prioritise and manage time effectively.
- Must have the ability to work independently and as part of a team.
- Excellent written and verbal communication skills.
- Maintenance of Configuration Management documentation with an emphasis on strong Change Control processes.
- Strong mentoring skills
- Flexible and willing to work outside normal business hours if necessary

Key Result Areas

- Support the Extended IT Department & Company Departments
- Increase IT Department Proficiencies
- Proactively part take in IT Tasks & Projects

Values

Everyone in the Company is expected to live our ethical values in all that we do, put simply they are our promise to each other and form a critical element of the business's ongoing success.

ETHICAL underpins our actions and is also used to measure and evaluate individual performance and behaviours:

- ETHICAL – Ensure outcomes are best for our company and customers alike.
- Engagement – Look to play your part and make a difference. Action & delivery orientated.
- Team Spirit – Motivate and encourage others, create strong morale & co-operate as a team player
- Helpful – Have a 'can do' attitude, looking to help, willing to put themselves out to help the team.
- Innovative – Identify and implement opportunities for improvement, personally or professionally.
- Customer Focused – Dedicated to meeting the expectation and requirements of the internal & external customer. Acting with customers in mind, responding to needs, establishing and maintaining effective
- Adaptable – Be excited about change and react positively towards it.
- Learn & Develop – Commit to learning and development within the company and as a person.

Compliance & Regulatory Requirements

- All employees are required to adhere to:
 - External regulatory & statutory requirements in relation to their role
 - Contractual Terms & Conditions of Employment
 - Internal non-contractual policies and procedures as set out in the Company's Employee Handbook and on the Company intranet.



Health & Safety/Risk Management

All employees are required and expected to comply with the responsibilities identified below:

- To take care of their own health, safety and wellness and that of others who may be affected by their acts and omissions. This includes all employees and users of the business premises, facilities and services.
- To co-operate with Cabot policies and procedures on health, safety and wellness management.
- To use all plant and equipment according to the instruction and training received and remove from service any defective equipment and report this to their line manager.
 - To follow all control measures indicated by the safe systems of work and the risk assessments and bring to the notice of their line manager any concerns.
 - To raise concerns about health, safety and wellness with their immediate line manager in the first instance.
 - To bring unresolved matters to the attention of their line manager.
 - To immediately report all accidents/incidents/near misses that occur.