

Job Title: Infrastructure Support Engineer  
Department: IT  
Report to: IT Technical Director

---

### **About Us**

Media 10 is an award winning media and events company based in Loughton. As one of the leading players in the industry we run some of the most iconic and successful events and magazines in the UK, Shanghai and South Africa.

Our award-winning portfolio includes over 30 events ranging from design, interiors, lifestyle and construction such as Grand Designs Live, Design Shanghai, 100% Design, the Ideal Home Show and Clerkenwell Design Week.

### **The Role**

As the Infrastructure Support Engineer your primary role will be assist the Head of Department of the day to day operations of the IT department as well as have an active role with ongoing development primarily focuses towards infrastructure. You will also assist the IT Technical Director with day to day operations of the corporate cloud infrastructure.

The ideal candidate must have and strong attention to detail, technical hands-on experience. There will be some occasions where you will need to assist junior members of staff within the 1st/2nd line support areas so you must be approachable for your team and other members of staff around the business.

### **Key Responsibilities**

- Support the Head of Department of the day to day operations of the IT Infrastructure.
- Plans and implement development changes at suitable times
- Encourage the development of junior engineers in your department
- Ensure that Infrastructure related support tickets are kept low.
  
- Update and maintain technical drawings and documentation for the internal and external network.
- Support the IT Technical Director with the data to day operations for the Cloud IT/Web Infrastructure.

### **What you are good at**

- 2+ years senior engineers experience or junior engineers experience looking to move up the ladder
- Active Directory
- Windows Server 2012/2016
- Virtualization
- TCP/IP Fundamentals
- MAC OSX
- Firewalls
- DNS / DHCP
- VOIP
- Administration of Office 365
- Switching (Including VLAN's)
- Linux (Ubuntu/Centos) - Desirable
- Cloud Computing such as AWS, Site Ground, Azure - Desirable
- Excellent attention to detail when drafting policy documents and technical drawings
- Excellent communication skills

### **What we will do for you**

- Make you feel like part of a family
- Know your name – you're not just a number here
- Encourage you to develop your skills, strengths and career
- Recognize your contribution and hard work
- You will get to work on the best brands in the industry
- Make sure you're never bored
- Love our company parties
- Make sure you have fun – because we do have fun

Job Title: Infrastructure Support Engineer  
Department: IT  
Report to: IT Technical Director

---