

JUNGLE IT

Careers at Jungle

We're always looking for great people to help us create a world where business is always ready for the future.

We want everyone to feel like they're Jungle. We want people who believe that what they're doing is a more than a job, it's a vocation. 100% in to achieve the best and be the best. We help you get there. Great salaries, loads of perks and warm and friendly people. We're not geeks. We're just people who love working with other people in digital technologies and services.

Companies with high performing cultures and strong values thrive on change.

Our values weren't created they were uncovered and are continually nurtured. They are the roots of what our people already have in spades. Our values are just how we do things around here:

- ⚡ **Tenacity** – We are proud and passionate about what we do, which means we own the challenges and the solutions.
- 👂 **Follow the Listening Process** - We see that big opportunities are often hidden in small problems, so we talk everything through to get under the surface.
- ⚡ **Customer Innovation** – We know that the best answer doesn't always match their question, which means we go further to show them what's possible.
- 👍 **Positive Attitude** - We're optimistic about future success, which means keeping ourselves open to brilliant outcomes.



What you can expect from us

- ☀️ 25 Days Holiday
- 🏠 Company Pension
- 👤 Life Assurance
- 🛒 Perkbox Perks & Medical
- 🎓 Funded Training and personal development plan
- 💻 Technology pack, including laptop and home working equipment

JOB ROLE

Infrastructure Specialist

Horsforth, Leeds

Your role

We value wisdom, but also a sense of experimentation in our people and encourage the exploration of new ideas and ways of thinking. You will support a wide range of clients and systems, ensuring a high level of 'service excellence' is delivered.

We are looking for the following

- Passionate about the IT industry
- Able to work in dynamic, fast-paced environments
- Wants to learn the latest technologies
- Develop their skills with on hand experience and training opportunities



Responsibilities

Technical architecture design and implementation of solutions for our clients across all technical aspects covered but not exclusive to the below technologies:

- **Microsoft Office 365 solutions:** Exchange Online - Teams - Power Automate - OneDrive - SharePoint - Security and Secure Score - Defender
- **Microsoft Azure:** Azure Virtual Desktop - Storage - AADDs - Virtual Networks - Virtual Servers
- Cloud telephony systems
- Microsoft Autopilot and Intune including pre-provisioning
- Office 365 Mail Migrations (from on Prem and Tenancy migrations etc.)
- Managed Endpoint Protections
- Managed Backup Solutions
- Anti-Spam Solutions
- Firewall – Physical and Virtual
- Networking
- WiFi Solutions
- Microsoft server and associated programs

Timely production of documentation for customer and internal use, including support documentation / technical guides.

Onboarding and offboarding of clients, On-site technical onboarding of clients. Gathering technical information to assist account managers in creating a roadmap for the onboarded and current client businesses. Act as a point of escalation for the service desk function.

The Infrastructure specialist role will also form part of the Jungle Pre-Sales team providing client demonstrations, technical solutions and proposals to assist the Sales team deliver these to clients and prospects. Actively contribute to the Company Quality & Security systems.

Essential skills

As a minimum for this role you should have the following experience of qualifications:

- 3+ year's experience in a similar role (5+ for Senior)
- Track record of successfully designing and delivering IT solutions
- In depth knowledge of Microsoft 365 and Microsoft Azure, ideally holding MS-100, AZ-104 and 303 certifications
- Strong knowledge of traditional on-premise infrastructure including servers, networking and perimeter security
- The ability to be able to translate technical solutions so that Sales and clients fully understand these to make informed decisions