



Job Description – Level 2 Infrastructure Engineer

Report to:	Engineering Manager
Location:	Hybrid working – Home, Nine23 Office, and Customer Sites (UK)
Start date:	ASAP
Term:	Permanent (subject to probation period)
Security Clearance	Role requires NPPV3 and SC clearance

About Nine23

Nine23 is a trusted UK Sovereign, High-Assurance Managed Service Provider (MSP), delivering resilient and secure services that enable seamless interoperability – allowing teams to access the data and applications they need to work collaboratively.

Enablement is at the heart of everything we do. We believe that cyber security and resilience must be business-enabling—not a constraint.

Our services include Cyber Resilience Advisory & Assurance, UK Sovereign & Hybrid Cloud, Connected Data, Collaborative Working Tier 1/Tier 2, and Integration Service Management.

Our solutions are built to meet the most stringent regulatory compliance requirements and are fully aligned with NCSC/DSIT guidance and Secure by Design principles - providing assurance that the systems we design, build, and manage can protect sensitive data and deliver resilient services to our customers.

We have a talented team with shared values and aim to deliver exceptional services and solutions.

Nine23 is a friendly and fast-paced company that embraces an entrepreneurial spirit. As an ambitious company that is already growing, this is an opportunity to join an outcome, customer focused team and influence the direction of your career and the company.

The Role

We are looking for a Level 2 Support Engineer to join the Nine23 team. This is a dual role. Primarily you will be based on-site maintaining virtualised infrastructure, Microsoft Server and endpoint devices, basic networking and support to 3rd party applications. You will monitor events, log, report or rectify faults and engage with the customer to support their on-premises IT solution. Contributing to continuous improvement plans, assisting with reviews, and feeding in lessons learnt to improve processes and practices.

You will be part of a team primarily supporting a project in the Reading area but will be expected to engage in other Nine23 projects and support activities. This role requires SC and NPPV3 clearance.

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Key Responsibilities

- Working closely with the Nine23 engineering team to support customers.
- When on-site; Maintain support and monitor:
 - VMWare infrastructure.
 - Microsoft Server 2022, including services such as Active Directory and DNS.
 - Updating and maintaining EDR/MDR.
 - Basic networking.
 - Backups and resilience.
- Effectively raise, own, track, and resolve tickets for user and solution issues.

Required Skills & Experience

- Strong background in supporting users and user applications.
- The ability to identify and follow regulations and procedures.
- Experience supporting and maintaining:
 - Microsoft Windows desktops and servers.
 - Linux servers.
 - Virtual infrastructure.
 - Local area networks.
 - Security appliances.
- Experience working in a highly regulated and controlled environment.
- Good communication skills, particularly when resolving customer queries.
- Ability to prioritise and manage work pragmatically.
- Organised and have an eye for detail.
- Capable of building strong working relationships with team members and users.
- A passion for supporting end users, customers and the team.

Desirable Skills:

- Some experience of working with and/or exposure to, the UK Defence, Law Enforcement or National Security sectors.
- Some Hybrid/Public Cloud experience.
- Experience with Monitoring and SIEM software and systems.
- A full UK driving license.

Why Join Nine23?

- Work on nationally significant, high-assurance programmes
- Operate in a trusted, security-led environment
- High autonomy and visibility with senior leadership
- Opportunity to shape technical solutions and service delivery as the organisation grows.