IT Infrastructure Engineer
(PARIS / FULL-TIME / M/F)

About Comgest:
Comgest, a global asset management group with a single focus on equities, is 100%-owned by employees and founders. This broad partnership – of over 35 years – drives an unconstrained, quality growth and responsible investment approach that is applied to both developed and emerging markets. With headquarters in Paris and offices across Europe, Asia-Pacific and North America, Comgest serves investors around the world who share our long-term investment horizon. With more than 200 employees of 30 different nationalities, Comgest serves a diverse global client base and manages assets of over €27.9 billion (unaudited data as of January 2025).

Job Description:
We're seeking an **IT Infrastructure Engineer** to manage level 2 and 3 support, maintain global systems, and coordinate with editors. Responsibilities include managing system updates, executing infrastructure upgrades, and ensuring high security standards. The role covers servers, storage, video-conferencing systems, and ITSM tools.

General Overview of Responsibilities:
Incident Management and Support
- Handle level 2 incidents across all technical domains
- Document procedures and train local level 1 support partners
- Occasionally deliver direct level 1 user support when needed
- Work closely with external support providers to ensure consistent service quality

Maintenance and Daily Operations
- Perform Update and manage of Windows and Linux server environments
- Supervise and administer of storage infrastructure (VSAN Ready Node)
- Administer video conferencing solutions (Zoom room)
- Contribute to creating and maintaining technical documentation
- Support the operational management of maintenance and support contracts (renewals, updates, end-of-life, etc.)

Technical Projects (infrastructure evolution)
- Participate in and lead in infrastructure transformation and evolution projects

Versatility and Service Continuity
- Handle emergencies related to the Workplace / Collaboration and Network areas during team vacation periods

Qualifications:
Professional skills:
- Proven experience (3 to 5 years) in managing Windows and Linux servers
- Strong awareness of confidentiality and security
- Excellent knowledge of virtualized environments (VMware & VSAN)
- Knowledge of Microsoft Azure cloud administration
- Experience with an ITSM tool (ServiceNow is a plus)
- Familiarity with project management methodology (specifications, comparative benchmarks, and planning)

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Personal profile:
- Strong desire to learn and broaden skillset
- Methodical, rigorous, and reliable
- Clear and structured communication
- Good interpersonal skills
- Strong analytical and adaptability skills in diverse technical environments

Comgest is an Equal Employment Opportunity/Affirmative Action Employer.
We are committed to attracting a talented and diverse workforce, and to fostering an open, collaborative culture of inclusivity because we believe multiple perspectives lead to more informed investment and business decisions. We welcome people with diverse life experiences, fresh ideas, and specialised subject-matter expertise.