

Infrastructure & Cloud Support Technician



Location: London, UK

Department: IT

Reporting to: Head of IT Infrastructure

Contract Type: Permanent

Do you want to create memories that last a lifetime?

Tour Partner Group is a leading B2B Destination Management Company (DMC) specialising in travel experiences across the UK, Ireland, the Nordics, and the Baltics. With offices in London, Edinburgh, Dublin, and Copenhagen, we bring together over 300 destination specialists, designing unforgettable travel experiences for Groups and FIT, as well as curated MICE programmes under our dedicated brand, **Horizons by Tour Partner Group**.

At **Tour Partner Group**, we believe in responsible travel, continuously challenging ourselves to elevate our standards and ensure that every journey we create leaves a positive impact on both people and the planet.

About the position:

We are looking for a passionate and dynamic **Infrastructure & Cloud Support Technician** to join our team in **London**. In this role, you will be responsible for **providing advanced technical expertise across the company's cloud, network, and infrastructure environments. The role involves maintaining and supporting Microsoft 365, Azure, Intune, and network systems to ensure reliable, secure, and efficient IT operations across all offices and remote locations.** You will work as part of a **collaborative, international team**, creating memories that last a lifetime for our clients and their customers.

Your responsibilities:

As an Infrastructure & Cloud Support Technician at Tour Partner Group, your key responsibilities will include:

Cloud & Infrastructure Management

- Administer and support Microsoft Azure services including identity, access, groups, policies, and resource configurations.
- Manage and troubleshoot Microsoft 365 environments (Exchange, SharePoint, Teams, and OneDrive).
- Configure and maintain Intune (Endpoint Manager) for policy management, device compliance, and application deployment.
- Support the implementation of new cloud or hybrid solutions and contribute to continuous improvement of infrastructure systems.
- Monitor Azure and on-premises infrastructure health, proactively identifying and resolving issues before they impact users or operations.



Advanced Technical Support

- Serve as the escalation point for complex incidents from the Endpoint & User Support Technicians.
- Troubleshoot advanced issues involving Azure, Intune, authentication, VPN connectivity, and system integrations.
- Coordinate with third-party vendors or Microsoft support to resolve high-impact or specialized technical issues.
- Conduct root cause analysis and implement permanent solutions to recurring technical problems.

Network & Systems Administration

- Manage and maintain office network infrastructure including LAN/WAN, VPN, switches, firewalls, and wireless access points.
- Perform regular network performance checks, firmware updates, and configuration management to ensure stable connectivity across all locations.
- Support local server environments where applicable, including patching, updates, and system configuration.
- Assist with office relocations or new site setups, ensuring network and infrastructure readiness.
- Travel to other company offices as required to deliver on-site infrastructure support and maintenance.

Monitoring, Maintenance & Documentation

- Monitor cloud, network, and system performance using infrastructure monitoring tools and respond promptly to alerts.
- Execute scheduled maintenance activities, backups, and patch management to maintain system integrity and uptime.
- Maintain accurate documentation for network and cloud configurations, standard operating procedures, and architecture diagrams.
- Contribute to the IT knowledge base with technical guides, troubleshooting steps, and system documentation to ensure consistency across the team.

Collaboration & Escalation

- Collaborate with the Endpoint & User Support Technicians to resolve escalated incidents and ensure end-to-end issue management.
- Partner with the IT Security Analyst to maintain system security, enforce compliance policies, and support vulnerability remediation.



Infrastructure & Cloud Support Technician



- Work closely with the Application & Data team on integrations, user access dependencies, and infrastructure support for business applications.
- Liaise with the Head of IT Infrastructure & Cloud Services to align technical operations with strategic IT objectives.
- Share knowledge, mentor team members, and contribute to documentation that promotes cross-team efficiency and collaboration.

Your profile: Skills & Experience

We are looking for an individual with the following skills and qualifications:

- Proven experience in a 2nd line or infrastructure support role within a Microsoft 365 and Azure environment
- Strong technical understanding of Microsoft Azure (identity, access, resources), M365 Administration (Exchange, SharePoint, Teams), Intune/Endpoint Manager (policies, compliance, deployments), Networking (VPN, DNS, DHCP, routing, switching)
- Experience managing and troubleshooting Windows operating systems and devices
- Working knowledge of PowerShell for automation or administration tasks
- Strong analytical, problem-solving, and documentation skills
- Proactive, able to work on your own initiative and collaboratively in a team environment, self-motivated with a professional and positive approach, reliable and flexible, attention to detail, accuracy, and consistency in conducting your work with excellent problem-solving skills and customer service mindset
- Share knowledge, mentor team members, and contribute to documentation that promotes cross-team efficiency and collaboration

What we offer

At Tour Partner Group, we believe in rewarding our team members. By joining us, you will enjoy:

- **A dynamic and international work environment**, collaborating with colleagues from over **20 nationalities**.
- **Familiarisation trips** to enhance your first-hand knowledge of our destinations.
- **A holiday increase** with years of service, up to **25 days**.
- **A contribution towards gym membership** to promote well-being.
- **An extra day off on your birthday**, because celebrating is important!
- **One volunteering day per year** to support a cause you're passionate about.



- **Annual social events** to celebrate our shared successes.
- **TPG Travel Club discounts** to explore our destinations in your free time.
- The opportunity to become a **Value Champion**, earning a **Discover-Our-Destination reward** for an exciting explorer getaway.
- **A structured development programme with on-the-job training**, ensuring you reach your full potential.
- **A collaborative and supportive team culture** where every member is valued.
- Opportunities for **career progression**, moving into new roles within the company.

Additional Information

- **High Season Period:** Please note that from **1st May – 31st August**, the workload may be heavier, and overtime may be required. Overtime is compensated as time off in lieu.
- **Work Location:** This position is based in **London, UK**, with the possibility of hybrid working depending on the role.

Our Values

At Tour Partner Group, our values guide everything we do:

- **Partnership** – We collaborate as a team to succeed and hold our colleagues and business partners in high esteem.
- **Inspiration** – We inspire confidence in others through our knowledge and expertise. We seek and embrace change.
- **Respect** – We are open to new ideas, cultures, and experiences. We value honesty and transparency.
- **Passion** – We share our love for travel and encourage others to explore our destinations. We aspire to be the difference that makes the difference.

Our Commitment to Sustainability & ESG

- We recognise the part we play as a tourism business. We believe in the **positive force and impact** of responsible business on our collective future—one that is sustainable and contributes **not only to ourselves and our clients but also to the planet and society as a whole**.
- Internally, we have taken active steps to **reduce our environmental footprint** by limiting printing, switching to **digital business cards**, and ensuring that **business travel is only undertaken when essential**. Additionally, we encourage our employees to **give back to the community** through our **1 volunteering day per year** initiative.
- Find out more about our sustainability efforts: [Tour Partner Group ESG Policy](#)



Our Diversity, Equity and Inclusion Statement

- At Tour Partner Group, our values of **Partnership, Respect, Inspiration and Passion** guide everything we do. We believe that travel is about **connection, discovery and shared experiences** – and that **begins within our own teams**.
- We are committed to building a workplace where everyone feels **valued, respected and inspired** to contribute their best. We encourage applications from individuals of every **background, culture, identity, ability and life experience**.
- Our aim is to make opportunities accessible, ensure decisions are fair and provide the resources each colleague needs to grow and succeed.
- By living our values and embracing **diversity**, practising **equity** and nurturing **inclusion**, we strengthen not only our business but also the partnerships and communities we serve.

How to Apply

If you're excited to be part of a team that delivers exceptional travel experiences, we'd love to hear from you!

- Please send your **CV and cover letter** to global.recruitment@tourpartnergroup.com with the subject line: **Application for Infrastructure & Cloud Support Technician – Your Name**.
- If you have any questions about the role, please contact **Bianca Chiru** at bianca.chiru@tourpartnergroup.com.

We look forward to welcoming you to the Tour Partner Group team!

www.tourpartnergroup.com

