Infrastructure Engineer

Job Description

Purpose Summary

You'll design, deploy and administer the customer facing SaaS cloud platform to help create a best of breed customer experience based on highly available and performant solutions. You'll configure and maintain the company's IT infrastructure and systems, ensuring the business operates efficiently and effectively. You'll also make sure that all our internal and customer SLA's are met and that we are aligned to our KPI's. You'll share your technical expertise with the company ensuring it follows industry best practice, minimising the amount of down time and ensuring that technology is used to maximum effect.

The key areas of responsibility for the Infrastructure Engineer include:

- Keeping the business running
- Service Delivery and Provision
- Documentation and Internal Systems updates

Skills, Experience and Qualifications

Essential Skills

- Previous experience in a similar role
- Proven experience of delivering highly available cloud applications
- Advanced technical skills in server products, virtualisation, networking and databases
- Scripting and automation methods such as Powershell, Ansible, Python, YAML
- Security posture and hardening configurations
- Understanding of both Microsoft and Linux operating systems
- Desired Technical skills in as many of these major technology stacks in use in the business as possible: Public and Private Cloud architectures, Automation and Configuration management, Virtualisation technologies (VMware), Networking and firewalling, database administration (MSSQL, PostGres), Application delivery (Remote Desktop Services), Cloud application technologies (Docker, Kubernetes, FaaS etc), Security and Penetration testing, OWASP top 10.
- Knowledge of ISO27001 (Information Security) and ISO22301 (BCP) desirable
- Degree level, diploma or equivalent education preferred.

Competencies

- You will be articulate, with excellent communication skills, able to listen and provide answers

- You will be a passionate individual who has the ability to change others way of thinking.

- You'll have strategic knowledge and a methodical approach to work

- You will want to be part of something special and contribute to the success of the team.

- Excellent planning and organisational skills to successfully plan, co-ordinate and own a high number of activities, with excellent time management, prioritisation and the ability to remain calm and objective under pressure.

- Solution orientated, with a positive, can-do attitude and a flexible approach

- The ability to spot sensible, effective, least risky, least complex solutions

- An inquisitive mind and a desire and ability to learn

- A good team player, with a willingness to work together with others

- Excellent attention to detail and data management skills

- Strong technical, analytical and problem solving skills

- Tenacious, highly energised, passionate and committed, determined to achieve amazing results and make an impact, delivering to high standards and delighting customers

Principal Responsibilities

Keeping the Business Running

- Install and configure server, infrastructure and network systems to meet the IT requirements of the business

- To monitor and maintain systems and networks to ensure maximum operating efficiency for the business.

- Rollout installation and configuration of complex hosted solutions

- Troubleshoot system and network problems, diagnosing and solving hardware / software faults in order to restore full system availability as quickly as possible

- Quickly find solutions to problems, be it through simple fixes or resolving a major fault in the hosted centre, to enable processes to continue operating

- Work continuously on a task until completion (or referral to third parties if appropriate), to minimise the amount of outage on business critical systems

- Establish and maintain a good working relationship with other professionals (eg contract businesses, third party providers) ensuring that we utilise their and our time in the most efficient way, keeping external costs to a minimum

- Test and evaluate new technology and products, producing evaluation reports that can be used by the infrastructure team to plan future IT strategy

- Ensure the Security Posture of the Infrastructure and maintain compliance within company standards

- Take part in a team rota to provide out of hours cover for critical events to key systems

Service Delivery and Provision

- Champion best practice and work with pre-sales, professional services and development teams to provision customer application deployments and services to the SaaS platform on multiple simultaneous projects

- Act as the escalation point from members of the IT team working the internal helpdesk system for infrastructure application related issues

- Prioritise and manage several open issues at one time to make the most effective use of time

- Speak positively and enthusiastically about the company and its products and services to ensure that a professional company and brand image is provided to customers and colleagues

Documentation and Internal System Updates

- Update internal administration systems, including but not limited to technical documentation, system diagrams and help manuals, so that all members of the team can support and administer the systems.

- Design and propose solutions to key objectives, including relevant business cases as required.

- Maintain the sprint backlog and team planning systems working according to an agile methodology.

Company Values

- Ensure the company values are reflected in your own work and behaviour

  Be Curious   Own It   Work Together   Be Proud   Wow Everyone