



Senior Infrastructure Engineer

Department:

Infrastructure

Reports to:

Environment Manager

Business/Function:

Novia Financial

Main Location:

Cambridge House, Henry Street, Bath

Job Summary/Purpose:

As part of the Senior Infrastructure team you will help shape the future of the department and bring forward recommendations for continual improvements.

We are looking for a highly skilled technical person who will be able to demonstrate excellent problem-solving skills, and able to lead and resolve difficult scenarios with minimal management and oversight. You will need to have experience of working closely with development teams to translate their requirements and provide timely solutions.

You will need to closely manage the maintenance and development of the infrastructure network, utilising and developing tool sets to automatically provision through code and provide support working with multiple on-site and cloud base platform environments. A broad range of technologies are supported including Azure, virtualisation, Linux and Microsoft solutions.

You will demonstrate a track record of delivering infrastructure projects and support services to high standards and have the chance to play an active part in the transformation of our technology to deliver exciting new products

Core Responsibilities

Support and Escalation

- > The individual will play an active role in supporting and managing issues that are escalated from 2nd line support teams. This will include liaising with 3rd party suppliers and Novia stakeholders for both the Platform and local infrastructure.
- > Monitoring core business infrastructure, applications and continuously enhancing and developing visibility of the monitoring solutions.
- > Managing and supporting critical incidents as they occur and liaising with the relevant teams on investigation, progress, solutions and root cause.

Delivery of Quality Service

- > Investigate and resolve complex technical queries/issues within service standards ensuring ownership through to completion.
- > The individual will apply best practice throughout their work including security, company policies, documentation and compliance.
- > Understanding business and IT priorities and managing the workload accordingly
- > Produce Management Information reports to assist with the delivery of quality service.

Projects

- > The individual will play an active role in projects such as identifying and implementing new technologies and enhancements to the current systems.
- > Take ownership and be responsible for scoping, organisation and delivery of individually assigned projects.
- > Responsible for challenging existing technology and processes to maximise efficiency.

Team Membership

- > Focus on developing, implementing and sharing best practices.
- > Act as a focal point for questions and issues from other members of the team.
- > Contribute and lead on internal training activities where required.
- > Contribute to the development of team strategy and objectives.
- > Contribute to continuous team improvement and activities to ensure effectiveness of team.
- > Recognise the importance of working together as a team to maximise team, department and company results.
- > Build knowledge around trends and developments in the IT industry and maintain knowledge of financial platform developments.

You will, from time to time, be required to undertake other activities that fall within your capabilities as directed by management.

Core Competencies

- > **Motivating Others** – The willingness and ability to motivate and inspire others by means of appropriate challenges, empowerment, rewards and recognition.
- > **Team Work** – The ability to work co-operatively with others, to be a member of a team and work towards the purpose of a common goal.
- > **Decision Making** – The ability to make balanced and sound decisions by understanding issues, problems, and opportunities; comparing data from different sources to draw conclusions; evaluating the probable consequences of alternative solutions and selecting the most promising alternative.
- > **Networking** – Identifying opportunities and taking action to build strategic relationships between one's area and other areas, teams, department, units, or organisations to help achieve business goals.
- > **Client Service** – Taking responsibility for client satisfaction and loyalty by effectively meeting specific client needs and developing and maintaining productive client relationships.
- > **Communication** – The ability to effectively communicate at all levels, both written and verbally, with all internal/external customers.

Specialist Skills, Qualifications and Experience

Essential:

- > Windows Server and Microsoft stack
- > Linux server, preferably RedHat
- > Azure/AWS/GCP cloud technologies
- > VMWare and Virtualization design, configuration and administration.
- > Proven experience in backup technologies and Disaster Recovery.
- > Environment architecture design, scope and delivery
- > Security best practice awareness (ISO quality standards).
- > Monitoring systems
- > Networking knowledge including LAN/WAN/WLAN technologies covering routing, configuration and fault finding. Preferably Cisco.

Desirable:

- > Configuration management
- > SQL configuration and design
- > Automation and deployment tools

novia / Senior Infrastructure Engineer

To apply for this role, please email an up-to-date CV to jobs@novia-financial.co.uk.