

novia / Infrastructure Engineer

Department:

Infrastructure

Reports to:

Environment Manager

Business/Function:

Novia Financial

Main Location:

Cambridge House, Henry Street, Bath

Job Summary/Purpose:

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

You will be responsible for the maintenance and development of the infrastructure network, utilising and developing tool sets to automatically manage and provision through code and provide 3rd level 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 split their time between day-to-day maintenance of the existing networks, project work to update/upgrade/improve the infrastructure and dealing with escalations from the support teams.

Candidates will need to demonstrate a track record of delivering infrastructure projects and support services to high standards. They will need to be able to work comfortably under their own initiative and are also expected to contribute to the development of the team strategy and objectives.

Core Responsibilities

Support and Escalation

- > The individual will play an active role in supporting and managing issues that are escalated from 1st-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 and applications and continuously enhancing and developing visibility of the monitoring solutions.
- > Managing and support 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 implementing new technologies and enhancements to the current systems.
- > Take ownership and be responsible for scoping, organisation and delivery of individually assigned projects.

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- > Responsible for challenging existing technology and processes to maximise efficiency.

Team Membership

- > Act as a focal point for questions and issues from other members of the team.
- > Contribute to the development of team strategy and objectives.
- > Contribute to continuous team improvement and activities.
- > Recognise the importance of working together as a team to maximise team, department and company results.

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

Core Competencies

- > **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:

- > A minimum of three years' experience in a third-line infrastructure role.
- > Windows Server and Microsoft stack
- > Linux server, preferably Red Hat
- > Proven experience in backup technologies and Disaster Recovery.
- > Security best practice awareness (ISO quality standards).
- > Monitoring systems
- > Networking knowledge including LAN/WAN/WLAN technologies covering routing, configuration and fault finding. Preferably Cisco.
- > SAN and storage hardware.
- > VMWare and Virtualization deployment, configuration and administration.

Desirable:

- > Configuration management
- > Azure/AWS/GCP cloud technologies
- > SQL configuration and design
- > Automation and deployment tools

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