Security & Infrastructure Manager

Salary £35,000-£40,000 pa

Location: Maitland House – Southend – On-Sea

Overview:

We are seeking a Security & Infrastructure Manager to join our growing IT team at the Hood Group.

This is a key senior position within the IT function as such the successful applicant will be responsible for ensuring that the overall server / network architecture and security of Hood Group are maintained to the highest standards in order to deliver excellent IT availability and service to the business and our clients.

The successful candidate will be a guiding force in determining the Infrastructure and security decisions made by Hood Group, as such strong communication skills and an interest in new and emerging (Security and Infrastructure) technologies is an absolute must.

You will also be providing technical support to the company's infrastructure, giving you great flexibility to be hands on with server, desktop, networking and application arenas whilst continually developing and enhancing your skill set along the way.

Key Responsibilities:

- Day to day management and maintenance of network, server and telephony architecture, responding to system alerts raised by network monitoring systems
- Managing hardware and software problems on servers, escalating incidents as necessary
- Ensuring the integrity and security of data in accordance to business needs and industry best practices regarding privacy, security, and regulatory compliance
- Managing and testing routine system backups, restores and disaster recovery solutions
- Managing infrastructure assets, including maintenance of server equipment inventory and related documentation, and technical specifications information
- Analysing and reporting on system, server, application and network performance
- Recommending and performing software and hardware improvements, upgrades, patches, and reconfigurations
- Implementing, supporting and providing security sign-off on infrastructure upgrade projects
- Working with key suppliers to complete client Due Diligence work and building a catalogue of responses to improve efficiency.
- Design and Implement security testing processes to audit Hood Group and show improvements.
- Work with Learning and Development team to keep wider staff security training relevant to current and emerging threats.

- Ensuring correct change management procedures are followed when applying changes to IT infrastructure
- Using initiative and innovation to get the best from our server and network architecture
- Liaising with internal and external customers to provide system design requirements, purchasing estimates, support requirements and implementation timeframes.
- Define, implement and monitor SLA targets, performance KPIs and contracts for key systems such as Network and Server activity.
- Lead, develop and motivate the team in accordance with agreed practices to ensure an effective workplace capable of meeting its objectives
- Coordinate resource allocations, supplier relationships and skills development required to ensure optimal delivery of IT services
- Responsibility for staff performance, monitoring and actions
- Implementation of effective and valuable staff mentoring initiatives
- General day to day staff management duties

Skills and Experience:

Required:
- Will have a proactive 'can do' attitude
- Excellent organisational and planning skills
- Strong communication skills
- Highly proactive nature to detect, respond and correct threats and inefficiencies
- Ability to write technical documentation and provide potentially complicated information to the business in a cohesive and understandable manner
- Experience of working to SLA's
- Experience in running a security work stack
- Experience in Managing a Telephony platform (SIP/IVR-Call Routing/Endpoint management)
- Windows server and desktop operating systems
- Exchange, Active Directory, DNS and policies
- General network troubleshooting experience, TCP/IP, DHCP
- Firewall rule design and implementation
- Confidence and ability to work in changing environments
- Ability to understand the importance of confidentiality in handling customer personal data

Beneficial:
- Experience of server virtualization (Hyper-V, VMware)
- Experience in working with server monitoring systems
- Experience in helpdesk software
- Ability to confidently discuss and demonstrate technologies
- Storage technologies
- Antivirus systems

Qualifications

- Minimum of 5 GCSEs at grade C or above or equivalent to include Mathematics and English

Competencies:

- Communication
- Proactive
- People & Personal Development
- Team Work
- Customer Focus/Results/Excellence

About Us

The Hood Group is a privately owned business providing insurance solutions for over 30 years to some of the most well respected brands, insurance partners and financial intermediaries. Established in 1983, we came from modest beginnings in the City of London with a small team of passionate people who wanted to help change insurance for the better. We offer our partners an end-to-end service; from product and quote platform design through to sales and retentions. The Hood Group is now one of the largest employers in South East Essex with around 180 staff, award winning services and cutting edge technology.

We invest in the careers of all our staff, through training, qualifications and by providing a pro-active learning environment. We understand the importance of staff well being and maintaining a good work/life balance and also provide opportunities such as flexible working and career breaks. There is a Group funded Sports and Social committee and we provide free local gym membership, seated acupressure massages, and fitness classes in our onsite Wellbeing studio. On completion of probation we also provide an excellent benefits package that includes life assurance, pension scheme, medical cover, permanent health insurance and much more.