

## **Senior Infrastructure Engineer**

*Location: Maitland House – Southend – On-Sea*

### **Overview:**

We are seeking a Senior Infrastructure Engineer to join our growing IT team at the Hood Group. This is a key hands on position within the IT function as such the successful applicant will be responsible for ensuring that the server, network & cloud 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 key in determining and implementing the Infrastructure decisions made by Hood Group, as such strong communication skills and an interest in new and emerging technologies is an absolute must.

You will be providing technical support of the company's infrastructure, giving you great flexibility to work around 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
- Recommending and performing software and hardware improvements, upgrades, patches, reconfigurations and migrations.
- Implementing and supporting infrastructure upgrade projects
- Using initiative and innovation to get the best from our server, network and rapidly expanding cloud architectural investment
- Ensuring correct change management procedures are followed when applying changes to IT infrastructure
- 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
- Liaising with internal and external customers to provide system design requirements, purchasing estimates, support requirements and implementation timeframes.
- Other duties as assigned.

## **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
- Windows server and desktop operating systems
- Experience in Managing a Telephony platform (SIP/IVR–Call Routing/Endpoint management)
- Exchange, Active Directory, DNS and policies
- General network troubleshooting experience, firewall, TCP/IP, DHCP & WAN architecture
- General hardware support
- Face to face support experience and the ability to implement new ideas
- Confidence and ability to work in changing environments
- Backup, Replication & DR Systems experience
- Ability to understand the importance of confidentiality in handling customer personal data

### **Beneficial:**

- Experience of server virtualization (VMware)
- Experience of Cloud architectures including but not limited to : COLO, AWS and Azure
- Experience in working with server monitoring systems
- Experience in helpdesk software
- Thin client technology (Microsoft Terminal Services, Citrix)
- SQL and mySQL technologies
- Storage technologies
- Antivirus systems
- Previous network management experience (LAN & WAN)

### **Qualifications**

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

### **Competencies:**

- Communication
- 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 acupuncture 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.