Job Description

Infrastructure Manager

Location: Key IVR Head office Doncaster / Hybrid

Reports To: Enterprise CTO

Core Working hours: 9:00 am – 5:30 pm Monday to Friday

Salary: Negotable based on experience

Travel: There will be a requirement to travel on limited occasions to the data center locations Within the UK

Description of Role

This is an exciting role for a candidate with a hands-on approach to working as part of a small team, maintaining, and evolving the infrastructure and security across multiple environments.

Reporting directly to the Enterprise CTO the key focus of this role is the provision of support and management of the infrastructure and architectural design across the Key IVR head offices, test and production environments. This is a hands-on role where the candidate will be required to undertake tasks alongside the management of the team and environment.

The candidate will be responsible for:
- Architectural design of the infrastructure and its continual improvement
- Security standards and adherence to the required best practice and legislation
- Mentoring and training team members
- Management of the infrastructure team
- Managing and monitoring all Key IVR environments with the infrastructure team
- Management of all infrastructure support tickets and tasks daily
- Undertaking a full investigation into reported issues
- Applying the appropriate resolution for the issue where required
- Identifying solutions for the resolution of common issues
- Management of Maintenance and security patches within all environments
- Managing local hardware and infrastructure
- Managing the implementation and management of infrastructure within the production environments
- Working within the Enterprise CTO to deliver continual improvements and efficiencies throughout Key IVR's various environments
- Managing the delivery of key Infrastructure projects

This role will require you to work in both a single and team environment and requires the ability to be able to multi-task, key to this role will be the ability to prioritize workloads and work to defined deadlines.

Key IVR Limited, Mitropolit Dosoftei St 112, Chisinǎu, Moldova

+44 (0) 1302 513 000   hr@keyivr.com   www.keyivr.com
Company Registered in England No. 06512297, GB Registration No. 937 0404 35

Key Responsibilities:

General
- Production of internal and external client reporting when issues are identified.
- Lead the daily team stand-up.
- Creating documentation for issues resolution where applicable
- Management of the release of software and hardware updates
- Assistance with internal investigations where required.
- Conducting security audits and regular checks
- Management of the infrastructure team daily
- Maintain the operation of all Key IVR environments.
- Ensure Adherence to the required security standards and actively work to improve them.
- Architecture of the infrastructure environment across all areas of the business
- Undertaking assigned tasks
- Training and mentoring   team members
- Process and procedure review and continual improvement

System Maintenance
- Responsible for the maintenance and configuration of computer systems, network servers, and virtualization
- Troubleshoot hardware and software errors by running diagnostics, documenting problems and resolutions, prioritizing problems, and assessing the impact of issues.
- Produce documentation and technical specifications for planning and implementing new or upgrades of IT infrastructure.
- Management of backup operations and implement appropriate processes for data protection, disaster recovery, and failover procedures.
- Management of the System and network security

System Support
- Daily management of infrastructure and security tasks
- Triage and the investigation of defined tasks
- Implement resolution for assigned tasks.
- Conducting root cause analysis against reported faults
- Assisting with Security and ISO training of the employees
- Software License management
- Communication of assigned task status within the business
- Assisting   business team members with Client issues

Security

- Working as a member of the internal security team to continually evaluate risks and threats.
- Working with the security team to implement new controls or evolve existing controls in order to maintain the strict security levels Key IVR requires
- Working as a member of the security team to implement and continually evolve the required security accreditations for PCI DSS, ISO27001, and Cyber Essentials

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Personal qualities:
This role requires you to possess the following characteristics:
- Strong communication skills with the ability to communicate at all business levels
- Logical thought process for both investigation purposes and solution design
- Ability to manage time effectively to achieve the defined tasks within the deadlines set by the business
- Ability to work under your own initiative
- Self-motivating
- Attention to detail
- Confidence to question and challenge decisions
- Enthusiastic with a positive attitude
- Conscientious with an excellent attendance record
- Motivated through the delivery of a quality service

Technical Skills (Essential):
- Minimum of 5 years hand on experience in the design, implementation, administration and management of the following
  - Microsoft Windows servers
  - Microsoft Active directory
  - VMWare virtualisation environments
  - Microsoft Hyper V environments
  - Microsoft Exchange server
  - Network security to include multi-factor authentication technologies
  - Network storage devices
  - Centrally managed Anti Virus solution
  - Centralised patch management and deployments
  - Firewall security appliances and the associated rules and access controls
  - Network switch administration to Include VLans
  - Azure Cloud environment
- Ability to work with PowerShell
- Strong working knowledge of Microsoft SQL server

Technical Skills (Beneficial):
- Previous experience in database administration
- Previous experience working with Linux operating systems.
- Previous experience in working with ISO27001 and PCI DSS certifications

Training :
Training will be provided for the key solutions used by Key IVR