

Infrastructure Manager

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Company: La Fosse

Location: United Kingdom

Category: other-general

Role: Infrastructure Manager **Salary:** Up to £85,000 + Benefits **Location:** Remote (Occasional travel to site)

The position: Provides technical leadership to optimise the performance of IT infrastructure. Investigates and manages the adoption of tools, techniques and processes (including automation) for the management of systems and services. Oversees the planning, installation, maintenance and acceptance of new and updated infrastructure components and infrastructure-based services. Aligns to service expectations, security requirements and other quality standards. Ensures that operational procedures and documentation are fit for purpose and kept up to date. Ensures that operational issues are identified, recorded, monitored and resolved.

Duties and Responsibilities: To design, develop and support a resilient, secure and scalable Infrastructure to meet current and future business needs. To develop processes to assimilate acquisitions and organic growth at a pace that meets the business requirements. To manage, mentor and develop a team of infrastructure & EUC engineers To manage IT partners and suppliers required to support Elysium's IT infrastructure, teams and projects. To develop, maintain and improve IT disaster recovery plans. Ensuring all Infrastructure systems are monitored and highly available, develop capability for uptime and performance reporting. Ensure quality of infrastructure and EUC changes that are governed by our change enablement process. Ensure all systems are patched, supported, maintained and updated including service packs, patches, hot fixes and security configurations Capacity planning, monitoring performance and ensuring system availability and reliability in line with projected growth Develop processes of solution design to support change projects in infrastructure and EUC. Produce documentation to allow effective

support and maintenance of all Infrastructure systems, including network diagrams, server documentation and security configuration. Work with the IT Security Manager to develop security standards across infrastructure and EUC. Skills/Attributes Required: Structured approach and great prioritisation/planning skills which must support them in a fast-paced and often pressured environment. Develop infrastructure in line with best practices and supported by the right-level of solutions design and documentation 10 years infrastructure experience in across server and network related roles – Essential At least 5 years experience in an Infrastructure Management role, managing large environments (5000+ users) – Essential Proven track record in IT infrastructure management and support to an enterprise-level - Essential Technical ability to contribute and challenge solution designs to deliver the best outcome Proven experience managing technical support and escalation processes both internally and with third parties The ability to manage and coordinate 3rd Party resource – Essential Technical skills: Azure, Microsoft 365, Windows server, firewalls, network (LAN/WAN/Switching/WIFI) Strong influencing skills to support working with other teams in IT, eg Security and Business Systems and Development teams Ability to build strong working relationships with IT teams, IT users and third-party vendors Willingness to travel and work with all IT departments – Essential Strong communication skills, written and oral - Essential Willingness to work outside of standard working hours (9-5) when required – Essential Experience working to ITIL best practice, ITIL Foundation qualified (desirable)

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