

SENIOR INFRASTRUCTURE ENGINEER

CHELTENHAM

PERMANENT, FULL-TIME

At iPipeline, we pride ourselves on our culture. We believe in an enthusiastic atmosphere, encourage innovation, depend on creativity, and strive for success. We value our employees and understand that our continued success as a company relies heavily on the success of every individual. Our employees describe iPipeline offices as fun, energetic, 'can do', professional environments.

We empower our people and provide them with the opportunity to pursue personal growth and career aspirations. We work hard and play hard. We celebrate success.

As the market leader in our industry, we deliver ground-breaking and award-winning technology to the financial services industry. Working at iPipeline allows you to play a huge part in making it easier for our customers to protect and secure the financial futures of consumers' families.

Find out more at www.ipipeline.com/uk/



YOU CAN ENJOY:

- Innovative, inclusive and focused environment
- Flexible working
- Work/life balance
- New, contemporary, open-plan office space
- Company matched pension benefits
- Generous Life and Critical Illness Cover
- Perkbox membership (discounts and freebies)
- Competitive holiday allowance
- Well stocked kitchen of free soft drinks, tea, coffee and fruit
- An annual wellness allowance to keep you happy and healthy

PURPOSE OF THE ROLE:

A fabulous opportunity for a passionate, enthusiastic Senior Infrastructure Engineer looking to take the next step in their career. The successful applicant will have a good level of experience in IT

administration and the support of a wide variety of IT Infrastructure and processes. As a senior role experience in escalation management, work prioritisation and mentoring/coaching is also essential.

RESPONSIBILITIES:

To provide 3rd line IT Support to the UK IT Business: -

- Demonstrate excellent communication skills
- Lead and deliver 3rd line operations/business roadmap projects
- Troubleshoot and remediate infrastructure issues
- To provide an escalation point for 1st and 2nd line support tickets
- Solve business problems using automation and other innovative IT solutions
- Promote best practice and adopt global security standards
- Help prioritize and organize the workload of Cheltenham IT Support Engineers
- Mentor and support IT Support Engineers and junior colleagues

REQUIRED SKILLS AND KNOWLEDGE:

ESSENTIAL:

- Configuring, maintaining, and troubleshooting Microsoft-based on premise and customer facing systems
- Configuring, maintaining, and troubleshooting VMWare ESXi infrastructure
- Management of Firewall Policy and VPN configuration (ideally Checkpoint and Fortinet)
- Configuration of LAN/WAN/Wi-Fi Networks including experience in Switch configuration and management (ideally Cisco, Watchguard)
- Experience in SAN storage provisioning and management (ideally HP Nimble, IBM)
- Experience in IT automation (ideally PowerShell)
- Previous experience of working in a 2nd line IT Staff Support role working with end user systems and applications.

DESIRABLE:

- Experience working with Linux
- Configuration and management of monitoring and logging solutions (ideally PRTG)
- Good knowledge of cloud technologies (ideally AWS)
- Working with a Kanban style project board (ideally Jira)
- Experience of documenting processes, procedures, and user guides
- Ability to conduct meetings and minute them where required

PERSONAL QUALITIES:

- Natural flare for innovation, enthusiasm and a desire to learn and share learning
- The ability to keep pace with technology changes in the sector
- Outgoing and confident
- Keen collaborator and influencer
- Good organization skills
- The ability to effectively impart knowledge to a user base
- Demonstrate good communication skills

QUALIFICATIONS:

ESSENTIAL:

- Demonstrable knowledge of the required and desirable skills and knowledge above

DESIRABLE:

- Network qualification such as CCNA, JNCIP etc.
- AWS Certified Cloud Practitioner
- Other Professional IT certifications such as MCP, VCP

DON'T HAVE EVERYTHING WE'VE ASKED FOR?

Don't worry.

You might not have everything listed above but you might have some valuable transferable skills and experience.

You might be returning from a career break or feel you have taken a wrong turn in your career.

At iPipeline, it's about you and what makes you tick, not ticking every box.

To apply please email cheltenham.recruitment@ipipeline.com with your CV and covering note (don't forget to include those transferable skills).

For information on how we store applicant information, please see our [Job Application Privacy Policy](#).