Job Description



JOB TITLE: Senior Infrastructure Engineer - Linux

GRADE: 4

REPORTING TO: IT Infrastructure Manager

LOCATION: Swansea

# **ABOUT US:**

ERS is the UK's largest specialist motor insurer with an A+ rating. We recognise that for some, motor insurance is more than just a must-have; it's a way of taking care of what stands at the heart of their passion or livelihood. For those people, standard insurance isn't enough. That's why we work exclusively with motor insurance brokers to help get under the skin of the most difficult insurance risks, helping build products to meet their customer’s needs.

**THE ROLE:**

The Senior IT Infrastructure Engineer-Linux will provide support and technical expertise to assist with the departmental objective of delivering and developing a stable and secure operational infrastructure service that meets the business requirement. You will support the business in BAU, Project Delivery and R&D capacities following industry best practices, while collaborating with team members and other departments and 3rd parties where required. You will keep abreast of emerging technologies and assist with the Infrastructure strategy while maintaining and developing relationships with Internal stakeholders, vendors and suppliers to achieve the departmental objective while contributing to the wider IT Strategy.

**KEY RESPONSIBILITIES:**

* To ensure the internal Service Management System (Ivanti ISM) is used to efficiently manage service requests, incidents, problems and changes.
* Collaborate with internal support and business teams to ensure all work undertaken within the department is correctly recorded and processed through the lifecycle in accordance with the agreed customer service levels and departmental policies in line with ITIL and ISO27001.
* Participate in or carryout BAU, Projects, and R&D activities in line with the departmental objectives.
* Architect and implement application stacks to support internal development initiatives, using modern methodologies and practices.
* Build, Maintain, Troubleshoot, upgrade and develop the Linux server Infrastructure.
* Build, Maintain, Troubleshoot, upgrade and develop ERS containerisation platform.
* Build, maintain, troubleshoot, upgrade or develop the VMware and storage infrastructure.
* Build, maintain, troubleshoot, upgrade or develop the backup system ensuring the security and integrity of ERS’s data is preserved.
* Build, Maintain, Troubleshoot, and upgrade web proxy servers.
* Monitor respond and report on capacity management and infrastructure performance and report to management.
* Patch systems in line with departmental patching policy.
* Build, maintain, troubleshoot or develop the infrastructure monitoring platforms.
* Build, maintain, troubleshoot or develop the Disaster Recovery and Business Continuity systems while identifying opportunities for improvement.
* Assist with the upkeep and maintenance of corporate Data Centres, Disaster Recovery Suites and Local server rooms across a range of geographical locations within the UK.
* Identify areas of Infrastructure or Technologies Services where cost saving efficiencies can be made
* Participate in on-call rota to provide technical cover out of business hours.
* Ensure that knowledge is developed and retained within ERS and Technology Services departments.
* Participate in Problem Management and Major Incident management activities.
* Assist the wider IT architectural and security teams to design secure, scalable and robust solutions while assisting with documentation and project management tasks.
* Liaise and assist with the management of 3rd Parties, including but not limited to vendors, suppliers, managed service companies and consultancies where required.
* Produce various Management Information including system capacity, resource dashboards, system and departmental performance reports to an agreed schedule or upon request.
* Ensure the Security and Integrity of company data is preserved at all times whilst carrying out BAU, Project or R&D activities.
* In coordination with the security team participate in any security or compliance reviews.
* Embody and amplify the ERS values in all aspects of day to day activity ensuring that all interactions and engagements are carried out with the highest ethical and professional standards and that all work is accomplished with quality and in accordance with ERS values.
* Carry out other reasonable tasks as required by line management.

*The above duties and responsibilities are not an exhaustive list and you may be required to undertake any other reasonable duties compatible with your experience and competencies. This description may be varied from time to time to reflect changing business requirements.*

**KEY DESIRABLE ATTRIBUTES:**

* Excellent knowledge of deploying and supporting Linux Server Operating Systems including CentOS and RedHat.
* Strong experience designing, deploying and supporting containerisation platforms and technologies e.g. Docker, OpenShift, Kubernetes.
* Strong experience using orchestrations and configuration tools such as Ansible, puppet etc.
* Experience deploying and supporting application stacks on Linux OS e.g. Apache, Tomcat, Hadoop, Spark, JMS.
* Continuous Integration/Delivery e.g. Jenkins.
* Elastic search.
* Scalable distributed file systems such as GlusterFS.
* Good knowledge of Windows Server Operating Systems, Including IIS, DNS, DHCP and other key Microsoft server technologies.
* Good knowledge of Active Directory.
* VMWare vSphere farm architecture and management.
* F5 Load Balancers,
* Good understanding of storage and storage platforms.
* Knowledge of Avaya IP telephony offerings.
* Backup and DR solutions e.g. VEEAM.
* Citrix XenApp farm with XenDesktop and externally presented Netscaler services.
* Strong knowledge and experience of Operating system and Anti-Virus patch management.
* Strong exposure to knowledge of leveraging, integrating cloud services (AWS/Azure).
* Significant exposure to working closely with internal and external development teams in a DevOps environment.
* Experience of infrastructure and application performance monitoring.

**KEY PERSONAL DESIRABLES:**

* Red Hat certified engineer (or equivalent experience) working within a technical support team environment.
* Working within an ITIL service management environment.
* Knowledge of industry best-practice and standards regarding IT Infrastructure.
* Deep understanding of infrastructure technologies, including an understanding of Core networking concepts.
* Able to understand technical systems and to effectively interface with other engineering teams and the customers of all technical levels.
* Demonstrated experience in the implementation, management, configuration and maintenance server technologies, both physical and virtual.
* Must have experience in day-to-day management and infrastructure support of over 250 servers (physical and virtual) across a multi-site business.
* Excellent technical architecture and technical support documentation skills.
* Project management experience - compiling reports and project plans detailing activity, progress and timescales whilst highlighting concerns.
* Experience in technical support together with design, development and testing of new systems.
* Proactive approach to problem solving, system design, management and implementation.
* Significant experience implementing and working within IT security frameworks and best practice.
* Strong customer service focus and communication skills.

Name (PRINT): .…………………………………………………………………

Signature: …………………………………………………………………………

Date: …………………………………………………………………………………