

Senior Infrastructure Security Analyst

London

Greenergy supplies road fuel to customers in the UK, Canada and Brazil. We operate globally with offices in Canada, the USA, Brazil and Dubai and source fuels from around the world, receiving over 700 shipments annually. To deliver fuel to our customers, we also have an in-house haulage operation employing over 450 drivers. Greenergy is a major investor in the UK's fuel infrastructure, regenerating import terminals that are essential to the country's ongoing supply security. Greenergy Fuels is the largest trading entity of the group, supplying 15 billion litres of fuel to its customers each year.

Role

Located in London, the purpose of the role is to provide full project lifecycle and deliver network connectivity (locally & internationally), Infrastructure and Security projects from conception to handover to support. Additionally, be an escalation point for the support team on the Infrastructure and day-to-day support of the server and network estate within all offices, sites and data centres. Also liaising with vendors and 3rd party managed services providers to resolve complex issues.

The ideal candidate will be an infrastructure generalist but the most important requirement is strong Cisco switches/firewall skills and proven 3rd line experience.

This is a diverse technical role providing a good opportunity to develop your technical acumen with inflight and pipeline service improvement and project work covering areas like cloud services, network connectivity, network security and infrastructure upgrades.

Key tasks / accountabilities

- » Responsible for the day-to-day support of the infrastructure across all Greenergy sites and data centres.
- » Responsible for either leading or contributing to infrastructure projects
- » Responsible for the identification of efficient and effective improvements to manage enterprise class infrastructure
- » Leading the management and/or the technical resolution of major incidents
- » Responsible for effective operation of all IT infrastructure across all sites, offices and data centres including appropriate communication to all parties involved
- » Planning /Implementing network infrastructure for Greenergy sites in UK & Internationally
- » Working with the team for the delivery of new infrastructure and services into live environment and acceptance of service into operational environment
- » Day-to-day liaison with key partners and third party local suppliers, including issue escalation.
- » Working with service desk to review of logs, monitors and alerts
- » Adherence to operational procedures and industry best practices
- » Responsible for efficient operation of all data centre technologies
- » Responsible for ensuring support of operational processes across infrastructure teams
- » Requirement to work on-call rota with some out of hours support and occasionally work weekends to deliver project work
- » Responsible for ensuring documentation is produced for services and activities are consistent with best practice, including Operations Guides
- » Accountable for the integrity, security and successful operation of all systems and data across the infrastructure

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Key performance indicators

- » Server and services availability reporting
- » Support and operational documents verified against the architecture
- » Documented understanding of systems configurations and user guides
- » Reduction in support tickets and feedback from user base including ad-hoc or regular surveys
- » Defined and documented capacity utilisation
- » Regular reporting including backups, major incidents, project status, and third party SLA

Relationships / interfaces

- » Infrastructure & Security Manager
- » Head of IT and Security
- » Technical teams
- » Service desks
- » Environments Lead
- » Project Management
- » Internal business users
- » 3rd Party suppliers

Knowledge and experience

- » Technical knowledge on infrastructure across technologies
- » Experience and ability to lead/manage on major incidents autonomously
- » Experience of working in large and complex IT enterprise
- » Experience of managing multi datacentres and managed service partners
- » Minimum 10 years' experience in hands-on IT roles
- » Knowledge and experience of project management, Prince certified preferred

- » ITIL Foundation qualified, preferred
- » Excellent problem solving skills.
- » High level of self-motivation.
- » Excellent communication skills
- » Good negotiation skills
- » Delivery output focused
- » Passion for technology

Technical hands-on experience

- » Microsoft server technologies (Hands on) - 10 years plus
- » Microsoft applications - MS Exchange, SCCM (Hands on) - 5 years plus
- » End user computing (Microsoft) - 10 years plus
- » Server infrastructure management and monitoring (Hands on) - 8 years plus
- » VM Ware and Virtualisation - 5 years plus
- » Networking - Configuring Cisco switches / Firewalls (Hands On/Valid CCNA Essential) - 5 years plus
- » Network Security - Cisco ISE (Hands On)
- » Storage Area Network (Hands on) - 5 years plus
- » Backups and disaster recovery - 8 years plus
- » Security products including AV, FW, End point security - 5 years plus
- » Technical documentation
- » Exposure to cloud computing O365, Azure / AWS (Desirable)
- » Cisco Unified Communication Manager (Desirable)
- » Microsoft SQL, SharePoint (Desirable)

Dimensions

- » Reporting to the Infrastructure Manager
- » Requirement to travel to all Greenergy sites and full clean driving license

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Hours of employment

Hours on week days 9:00 to 17:30 plus on call out of hours support. NB. Client and company driven by a 24/7 operating environment, so working outside of and in excess of these hours may be reasonably expected. Some out of hours or weekend work will also be required on an ad hoc basis.

People are key to our continuing success and we work hard to reward, develop and retain staff. Benefits go beyond financial incentives to include career development through sponsorship of professional qualifications and mentoring by senior members of the team, to help new employees understand our unique culture and approach to earning customer loyalty. Greenergy offer a comprehensive benefits package which includes;

- » 25 days holiday per year, increasing by 1 day after 5 years' service for every full year up to a maximum of 30 days plus bank holidays
- » Private Medical Insurance
- » Worldwide Travel Insurance
- » Company Pension
- » Life Insurance cover of 4 times basic salary
- » Eye Care Vouchers, Flu Jabs
- » Ride to Work Scheme
- » Access to a discount site for things like eating out, health and leisure etc.
- » You will also have access to the 24/7 Employee Assistance Programme.
- » Excellent Staff Facilities

Greenergy offer a competitive salary along with excellent career progression opportunities and company benefits. If you are interested in joining the Greenergy team, please submit a current CV along with a cover letter highlighting how you meet the competencies for the role and detailing your previous experience.

Your cover letter along with your CV will be used to assess your application, therefore applications without a covering letter will not be considered.

Please note, due to the volume of applications we regret to advise you that we are unable to respond to Candidates who are not short listed for this role.

If you should have any queries regarding this position please call Debbie Rees 01827 302298

NO AGENCIES – thank you.