# Infrastructure Manager

Academia is currently seeking staff to strengthen our incredible Technical Services Team. The Infrastructure Manager is a key role within the team and will require a competent, capable, structured and willing individual who can take on the overall management of the Academia Cloud Infrastructure, with knowledge covering, but not limited to, Virtualization, Storage, Security and Networking. The responsibility of the Infrastructure Manager will be to ensure and provide a stable and secure infrastructure on which the other Technical Services branches can on board customers to whilst also being able to provide a forecast on the Cloud's Hardware, managing equipment refreshes and upgrades to both software and hardware components which make up the Infrastructure and to work with our Data Centre providers on current and future projects. This role would suit a highly competent individual with strong communication and technical skills to undertake the following duties

- Strategically develop and administer the Academia Cloud Infrastructure and services.
- Ensure the Security and Integrity of the Cloud Infrastructure
- Capacity Planning and Management.
- Provide support to the necessary departments within the Technical Services Team on delivering Customer Projects
- Provide guidance and leadership on complex technical projects and deliveries.
- Oversight of Networks, Infrastructure and Service Delivery Teams helping steer where needed strategically.
- Deliver complex work that needs to take place overnight to relieve pressure on current engineering commitments for late changes.
- Provide technical support on outages and issues
- Leads the process to evaluate and select new technologies
- Work closely with the Head of Networks and Infrastructure and support with escalations
- Leads the process to establish technology standards across the business and for customers where applicable
- Researches topics related to current and emerging technology for Cloud, Network and Solutions
- Continually review and analyse the effectiveness and efficiency of existing systems and develop strategies for improving or further leveraging these systems
- Performing root cause analysis to increase system availability, submitting requests for change as required to resolve system issues.
- Approve major changes on Network and Cloud
- Communicating experience and knowledge to other members of IT to improve support capabilities
- Shaping Incident response policies and managing recovery for major outages or infrastructure events.
- Provide non time-critical consultancy on complex technical issues/customer needs.
- Solution Architecture for Infrastructure/Vmware platforms and Advanced Windows solutions where required
- Manage IT lifecycle in datacentres.
- BAU Product support, both technically and commercially to sales teams
- Ensure specialist delivery and infrastructure engineers deliver proactive and preventative maintenance to all internal and external infrastructure.
- Manage the Infrastructure Engineers under your remit to carry out tasks and deliver services, fixes and upgrades on time
- Design and development of infrastructure changes and processes

The ideal candidate will have a wealth of previous experience within a corporate IT environment and providing support at an infrastructure level. Experience managing and implementing Data Centre / Infrastructure Backup and Security Solutions. In addition it is preferred the successful candidate would have a proven working knowledge in the following areas;

➢ VMware's vSphere Platform. In particular vSphere 6.5
➢ Companion and Extension services on the vSphere Environment, such as Site Recovery Manager (SRM), vRealize Operations (vROPS), VMware NSX
➢ EMC Storage Stack and the additional features/services that can be attached to it
➢ Understanding of security and the current threat landscape to protect against the latest Security flaws, vulnerabilities and exploits
➢ Windows ecosystem and the respective roles involved in providing an infrastructure, both internally and customer facing.
➢ MacOS and Linux based platforms
➢ Knowledge of Data Centres and how they typically operate and demonstrable experience of working with Network team and Data Centre
➢ Degree in IT related discipline
➢ VMware VCP-DCV 6 or Above
➢ EMC Storage Stack and experience managing, maintaining and enhancing
➢ A good understanding of other platforms, such as Microsoft Windows Server
➢ Performing root cause analysis
➢ Supporting internal customers following ITIL best practice support processes
➢ Developing IT processes
➢ In-depth knowledge of administering and supporting VMware vSphere environments, including upgrades, patching and developing
➢ Administering and supporting Active Directory, Group Policy, DHCP, DNS, and NTFS security
➢ Administering and supporting Microsoft Windows Server
➢ Administering IT Infrastructure products and tools such as Symantec, Acronis
➢ Strong attention to detail and documentation skills, including ensuring the Infrastructure's documentation and supporting management platforms are kept up to date. Ability to spot trends, work in a consistent manner and introduce service improvements.
➢ Effective communication skills verbal and written
➢ Workflow management – the capacity to plan all workflow requirements through effective prioritisation and use of resources.
➢ Commercial awareness – value added mentality underpinned by cost focus for both internal and external customers, including how to identify and manage risk

Why Academia

Academia Group is a fast growing, highly accredited, award-winning group of technology companies. Specialising in the supply of software, IT hardware, training and service solutions to the public sectors, business and pro media markets. Established in 2003, we employ 100 dedicated professionals across multiple locations throughout the UK with a group annual turnover of over £65m. We partner with the world's leading technology manufacturers and have the accreditations, certifications and awards to demonstrate our expertise and ability.

This is a Permanent; Full Time opportunity. Based in Enfield; Travel to other company offices and the Academia Data Centres and out of hours working will be required from time to time