

Job Description

Job Title	Lead\Senior Infrastructure Engineer
Employment Type	Permanent
Reporting to	Infrastructure & Services Manager
Working Hours	9:30am – 5:30pm – Monday to Friday (Role may require out of hours work and potential travel)
Location	85 Gracechurch Street, London EC3V 0AA
Salary	£ Competitive + Bonus

CFC Benefits include 25 days holiday, Private Medical Insurance (plus dental and optical cash-back benefits), Life Insurance scheme, Income Protection scheme, Pension plan, Season Ticket Loan, subsidised gym membership, 24/7 employee assistance programme, Dress for Your Day dress code. Social events include Summer Party weekend, Halloween and Christmas parties.

About CFC

CFC is a specialist insurance provider and a pioneer in emerging risk. With a track record of disrupting inefficient insurance markets, CFC uses proprietary technology to deliver high-quality products to market faster than the competition while making it easier for brokers to do business. Our broad range of commercial insurance products are purpose-built for today's risks and we aim to our customers everything they need in one, easy-to-understand policy.

Headquarters in London and backed by Lloyd's, CFC serves more than 70,000 businesses in over 80 countries. We're privately held and growing faster than any of our competitors in the market.

Although insurance is a serious business, our culture isn't too corporate and we never take ourselves too seriously. We are 'one-team' and enjoy a culture of openness and encouragement. We invest heavily in the learning and development of our people and enjoy a fast-paced working environment with a friendly, supportive and fun atmosphere.

About the role

CFC migrated to Azure and O365 just under 1 year ago. As part of the ongoing service improvement we are looking for an individual who has a highly Microsoft centric technical ability together with a strong sense of customer service.

In this role, you will be responsible for supporting and administering the environment in a 3rd line role. Focusing primarily in the area of infrastructure you'll oversee both technical and service issues, ensuring as part of a team you perform in line with business needs.

This role will not only be responsible for delivering infrastructure solutions, but will responsible for mentoring and developing junior staff, knowledge sharing and following ITIL based processes and procedures.

Role definition

You will be expected to:

- Be responsible for IT Infrastructure Services including escalating to a 3rd party where necessary.
- Work either individually or part of a team to maintain, monitor & support on-premise and cloud infrastructure.
- Be a point of escalation for 1st/2nd line team members.
- Following policies and procedures, as well as recommending improvements.
- Participate in planning efforts, recommending solutions.
- Provide out-of-hours support as agreed.

Key Responsibilities & Accountabilities

- Ensure the uptime of infrastructure services.
- Be able to understand and articulate the risk and impact of any change. Ensure all changes are delivered on time and according to the defined change process.
- Support and collaborate within the TechOps team to ensure services meet and exceed business expectation.
- Always look to implement IT security best practices.
- Knowledge share with the wider team and produce documentation.
- Analyse and understand systems to be able to recommend improvements.
- Support IT Management with Business Continuity and Disaster recovery plans, ensuring systems are protected in accordance with agreed RTOs and RPOs. When required participant in BCP\DR scenario testing.
- Troubleshoot incidents and problems, analysing root cause and proposing solutions.
- Work as a small team and successfully manage your own tasks according to the larger needs of the business.
- Act as an SME for core infrastructure services.

Skills & Abilities

At least 5 years experience in a similar role. Experienced in operating in a 'cloud first' environment.

High technical hands on experience in the following:

Azure (including; IAM (AAD), MFA)

AD/AAD services (hybrid)

O365 - Exchange

SharePoint Online (Administration)

Intune – policy configuration and autopilot

VPN solutions

Group Policy Management

Microsoft RDS

Solid understanding of network technologies and administration

Desirable skills:

Preference will be given to candidates who additionally have experience in the following:

Meraki

Azure Storage Spaces

Azure qualification

Commvault

Mimecast

UCaaS