

Infrastructure Manager

Reporting to Head of IT

The Infrastructure Manager reports directly to the Head of IT and is a key part of the IT Management team. You will be responsible for delivering a high quality, innovative, cost effective IT infrastructure in support of the business across all locations nationally and internationally.

You will be responsible for ensuring efficient operations of the server and network infrastructure, managing all aspects of Windows Server, VMware, WAN and LAN support. As well as undertaking project management for IT implementations the Infrastructure Manager will manage the Helpdesk; supervising the IT support engineers and coordinating support functions. You will be responsible for leading your team and ensuring they have the vision, tools, and training to be successful in maintaining and improving our systems.

This role will work closely with the Applications Manager to provide the best possible solutions for W&R.

The Infrastructure Manager duties are complex, specialised, technical and analytical in nature, requiring careful planning and execution in order to achieve the best results.

Key Responsibilities

Management

- Work with the Head of IT to ensure delivery of the IT Strategy
- Manage the Helpdesk and Infrastructure Team members, ensuring their delivery against objectives and job descriptions
- Coordinate IT support across multiple sites
- Act as a role model and mentor to members of the Infrastructure Team to improve support capabilities
- Regularly review the IT Infrastructure to maintain performance and high availability of systems
- Design and develop infrastructure changes and processes
- Technical lead on infrastructure projects
- Work with the Applications Team to implement solutions
- You will act as technical authority and in the event of a Major Incident will organise relevant resources to ensure resolution
- Design and implement security protocols and contingencies
- Evaluate and propose new systems. Learn new technical skills where appropriate and watch for external trends and opportunities that will benefit the firm

Technical

- Provide advanced technical support including, but not limited to, the following:
- Server application maintenance, installation and support
- 3rd line fault resolution for issues affecting user experience and system performance
- SAN administration, troubleshooting and maintenance
- Active Directory administration including group policy creation and maintenance
- Switch and Firewall administration, troubleshooting and maintenance
- Monitoring systems administration, troubleshooting and maintenance
- VPLS administration, troubleshooting and maintenance
- You will be responsible for creating, documenting and implementing robust and practical IT Infrastructure processes

- Work closely with the Applications Manager to ensure a joined up approach to infrastructure and applications
- Evaluate and propose new technologies. Learn new technical skills where appropriate and watch for external trends and opportunities that will benefit the firm

System Availability

- Proactive monitoring and analysis of IT system availability and performance
- Take relevant action to remedy availability and performance issues
- Identify options to improve future availability and performance
- Ensure maximum resiliency of the IT infrastructure
- Report issues, actions and areas of improvement to the Head of IT

Service Delivery

- Ensure that all IT systems and applications are correctly installed, configured and components kept up to date where applicable
- Work with suppliers to analyse and correct any system and application issues (which may be escalated from the Helpdesk) ensuring that a response is received and the necessary corrective action is taken within the contractual time period.

Security

- Manage and set relevant permissions to ensure that users only access permissible areas of the IT systems related to their particular job role.
- Manage and set relevant policies and configurations so that the internal IT systems are protected from unauthorised external access.
- Ensure that security components are kept up to date.
- Investigate areas of improvement to ensure security is kept up to date, whilst still providing ease of use of our IT systems.
- Report IT security concerns, actions and solutions to the Head of IT.

General

- Assist the Head of IT as and when required with IT related projects.

Technical Skills

- A strong background in design, implementation and support of Windows server (2008, 2012, 2016) and Windows server infrastructure including Active Directory, DFS, DNS, DHCP, Group Policy and Clustering
- A strong background in Virtualised environments in particular VMware
- A strong background in working with Microsoft Exchange 2007/2010/2013 and Office 365
- Experience using automated monitoring and log tools and analysing trends and root cause issues
- Network Security Solutions/Support – AV, 2 Factor Authentication, Encryption etc
- Good understanding and ability to configure routers, switches, Firewalls and VLANs
- Understanding of security and the current threat landscape
- Understanding/knowledge of Microsoft Azure/Office 365 and Cloud Technologies
- Significant experience in providing 3rd line (or higher) support within a corporate environment is essential
- Able to demonstrate key involvement in a technical project is essential
- Experience analysing emerging technologies.
- Strong documentation skills and the ability to explain technical terms to non-technical people
- Exposure working in a high availability and regulated environment.

Professional Skills

- Proven project delivery experience and a resourcefulness to complete project work with little management or supervision.
- Excellent analytical and problem solving skills.
- You must be used to working in small teams, with a hands on approach and be an end to end dynamic problem solver.
- You will be able to mentor and lead your direct reports to be the best they can be, whilst contributing to the overall strategy for IT and providing 3rd line input where required.
- High commitment to customer service delivery
- Ability to translate technical information to business stakeholders and vice versa
- Keen interest in and understanding of new technologies and how these can support the business strategy
- You will have the skills and experience to implement operational procedures, tools and best practice
- Technology procurement
- Plan and design future IT solutions to ensure the offer is fit for purpose and responds to current and future business need, based on knowledge of industry technology trends
- Maintain the trust and confidence of all customers by ensuring the services are reliable, secure, and efficient, and projects are delivered to committed expectations

The Firm

Withers & Rogers was founded in 1884 and is dedicated to providing expert services across the full range of Intellectual Property law in the UK, Europe and Worldwide. The Firm advises on the protection and enforcement of intellectual property rights for inventions, designs, artistic works and Trade Marks. We have wide commercial and industrial experience and our technical expertise covers all major technologies. In short, we are a full service Patent and Trade Mark firm.

Hours and Basis

This is a full time, permanent role. Working hours are Monday - Friday 9:00-5:00pm with an hour for lunch, however alternative start/finish times will be considered. Extra hours may be required to ensure duties are fully discharged and flexibility over end time would be appreciated. Overtime is not paid but time off in lieu may be applicable.