

Cloud Infrastructure Specialist

Customer Services

Theale or Home-based

About the role

The Idox Managed Services Team supports the business by designing, building, administering and maintaining the infrastructure for the companies' hosted applications. Managed Services is a small team, and attempts as much as possible to "work smarter, not harder", so are frequently re-evaluating latest technologies and ideas and implementing these where they fit with our model.

As an Infrastructure Specialist, you will be a core member of this team, supporting day-to-day operations of the production environments and associated systems, and dealing with tickets raised by monitoring software, internal and external users. Planned growth for the Idox Group means that there is a stream of interesting projects related to introduction of new technologies and environments as well as a daily workflow.

We are looking for an Infrastructure Specialist with experience working with multi-data centre, mission-critical systems within a SaaS/Cloud/ISP environment. Joining our team, you will be shaping and supporting the core infrastructure alongside our emerging devops technology and processes.

Core infrastructure technology currently includes Cisco UCS, Cisco Data Center Switches, Cisco Firewalls and Netapp flash and disk arrays. Virtualisation is via VMware.

Key responsibilities

As part of the Managed Services team, the remit includes:

- The installation, configuration, and maintenance of all hardware in the Idox hosting estate
- Network design, implementation, and maintenance including Firewall configuration
- Responsible for keeping the environment secure by following manufacturer/industry best practice along side ISO27001:2015 processes and procedures
- Monitoring system and network security
- Monitoring supporting services such as backups, replication, monitoring and configuration systems etc, to ensure production is properly supported
- Work with customers during onboarding projects and onwards around network configuration and performance
- Keeping up to date with industry changes, security, bug reports, and pertinent mailing lists
- Analysis and diagnosis of outages and raised issues
- Monitoring and improving disaster recovery strategies
- Responsibility for maintaining and improving own skills
- Be available for travel to UK based data centres.

To be successful, you'll need to bring:

- 3 years of experience administering Cisco systems in a medium-large scale mission high profile environment, specifically Cisco UCS (Service profile, Template Pool, Policy Management), Cisco Firewalls/Switches (VLAN configuration, Site-2-Stie VPN and routing) .
- Have experience of VMWare ESX/vCentre.
- Be a self-starter, able to see the bigger picture, and identify solutions to problems with “in the box” and “out of the box” solutions.
- Be comfortable working alongside a geographically diverse, multi skilled team, and supporting a 24/7 environment
- Experience of working direct with customer technical teams to implement and test solutions.

Additional desirable qualities:

- Relevant CCNA/CCNP certification
- PRTG monitoring
- Knowledge of any enterprise storage solutions

About Idox:

Our specialist software solutions power the performance of government and industry, driving productivity and a better experience for everyone. Built around the user and designed in collaboration with experts who have worked through every detail of every process from end-to-end, our hard-working process engines deliver exceptional functionality and embed workflows that drive efficiency and best practice with a long-term focus for regulated environments.

Through the automation of tasks, the simplification of complex operations, finding scalability as operations evolve, and more effective management of information, we help our customers harness the power of Digital, so they can do more.

We employ around 600 staff in the UK and worldwide, including Europe, North America and Asia, so some travel to meet colleagues may be required.

Our Values



Dynamism

We shape our future



Responsibility

We are accountable for our actions



Integrity

We do the right thing



Valued

We value each other



Excellence

We set the benchmark for quality

DRIVE

The core values taking us forward

Along with our core values, we are proud to be an equal opportunities employer. We adopt and encourage diversity through an open and inclusive culture that values and respects all our employees, customers and communities in which we live, work and are a part of.

Our Benefits



Flexible Working

We recognise you have a life outside of work, and we encourage flexible working to enable you to balance your work and family commitments.



Health & Wellbeing

We recognise you have a life outside of work, and we encourage flexible working to enable you to balance your work and family commitments.



Family Friendly

We understand how important family is to our employees and provide support through difficult times such as bereavement as well as offering excellent pay and leave benefits for parents and carers welcoming a child.



Be Heard

You will have the chance to impact change within Idox by having your voice heard via our CEO live broadcasts; making suggestions to Idox Voice forum or sharing your ideas in our company newsletter, Inside Idox.



Community

You will have the opportunity to participate in community and social activities, as well as group wide fundraising ventures. We prioritise sustainability and ethical impact on our communities and we pledge to allow our employees to carry out volunteer work.



Your Development

Our mentor scheme will help you to achieve personal and professional growth through learning from experiences colleagues and you will also have access to online and face to face learning modules including our leadership development programme.



Financial Security

We offer full company sick pay plus income protection for long term illness and our life assurance cover is provided up to four times annual salary. Our pension scheme operates on a Salary Exchange Contribution Basis so you receive relief from NI contributions.

You are also invited to join our Idox Xtra Share Scheme where every share bought will receive an extra one free from the company.

How to apply

Please submit a CV, and a short cover letter (*maximum 500 words - including salary expectation, and current remuneration*) explaining why you feel you would be suited to this role to join.us@idoxgroup.com

Please note successful applicants will need to satisfy the BPSS guidelines (Baseline Personnel Security Standards) which consist of the receipt of satisfactory references covering the last 3 years of employment; an identity check; verification of eligibility to work in the UK; and a Basic Disclosure Check. This is in order to help us make safer recruitment decisions.

Privacy notice

As part of the recruitment process we will collect data about you in a variety of ways including the information you would normally include in a CV or a job application cover letter, or notes made by our recruiting officers during a recruitment interview.

Please read our Recruitment Data Privacy Policy here: <https://www.idoxgroup.com/policies>