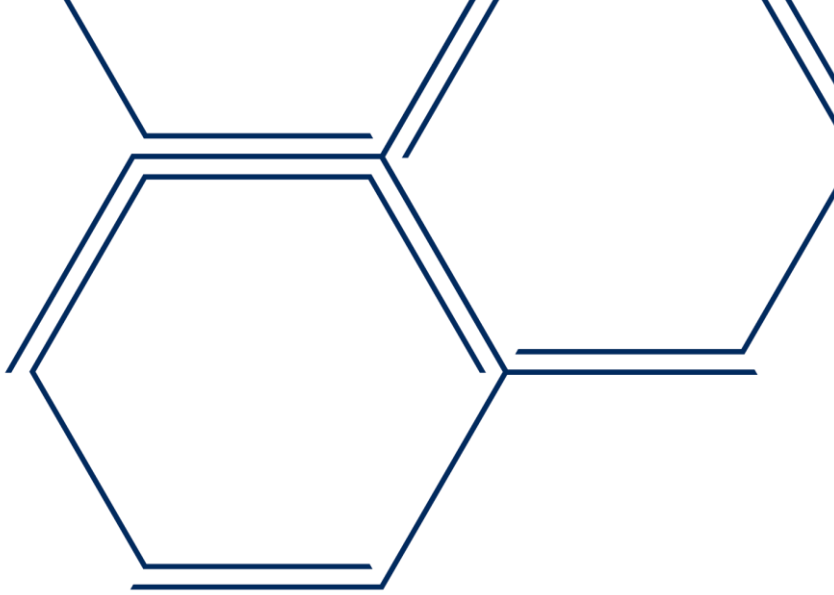


Infrastructure Engineer

Job Description



Who We're Looking For

We are looking for an Infrastructure Engineer who will be responsible for the administration, provision, security and availability of the Benchmark Capital group infrastructure and systems. This role also provides infrastructure support to other teams within the business.

About Benchmark Capital

Benchmark Capital powers financial advisers through insight and integrated tools, services and investment solutions that help them differentiate their client proposition.

Helping advisers to look after their clients is at the centre of everything we do. Our award-winning solutions support over 150 advice firms, with £17.1 billion of assets under advice¹

With a technology-led ecosystem of regulatory, platform, and investment services, and our own financial planning business, our approach is guided by delivering safety and security for customers and focused on positive client outcomes.

We believe that first-class client service and integrated technology are essential components for long-term success. Our seamless, holistic approach works in harmony both to empower advisers and their clients and to generate tangible financial and competitive advantages.

We work with some of the most successful financial planning firms in the UK, bringing the power of technology to advice and wealth management

¹As at 31.03.21

The base

You'll be based at our Broadlands Business Campus near Horsham in West Sussex. It has high standards and international reputation, without being in the city: a big, countryside campus means life will feel a little different.

We support our offices by using cutting edge software and hardware and our spacious campus facilities mean there's a great working environment for the team. With an on-site restaurant, coffee shop and gym, our campus has much to offer. And commuters can relax on our dedicated regular shuttle bus to and from Horsham's main line train station.

We know that helping you balance personal and professional commitments is a big part of that, so we're open to flexible working. Many of our staff work flexibly in many different ways, including part-time. Please talk to us at interview about the flexibility you need.

What You'll Do

This is not an exhaustive list of the duties to be performed. Job descriptions do not limit the tasks that an employee may reasonably be requested to perform. Changes in job descriptions may be necessary as the needs of the Organisation change over time.

- Work with service desk team to resolve escalated tickets, prioritising as necessary, resolving them within agreed timescales.
- Monitor & test server/network performance and provide statistics or reports to the infrastructure manager.
- Cover desktop support during absences or illness.
- Help and support the desktop support team in deploying and rolling out internal software applications.
- Perform daily routine monitoring and patching on key systems.
- Liaise with and provide education to staff on computer operation, new user training, Infrastructure Policies & Application use within the business and other relevant issues.
- Manage and audit an inventory of all IT Assets as directed by the Infrastructure Manager.
- Maintain the company servers, active directory, Office 365, LAN and WAN connectivity.
- Monitoring and support of telecoms and conferencing collaboration systems.
- Work with the information security team to ensure that the company complies with regulatory standards and best practices. Also help oversee IT related verifications, audits and due diligence.
- Evaluate, develop and implement policies and procedures related to computer systems operation and development.
- Aid in the development of business continuity and disaster recovery plan.
- Ensure all critical systems and data is backed up; kept in a secure state and recoverability tests are periodically performed.
- Deliver IS projects to completion and suggest improvements to systems.
- Travel to other sites occasionally to coordinate efforts and configure or install systems.
- Provide Adhoc out of hours resource for network/system changes and patching of servers

The Knowledge, Experience And Qualifications You Need

- High level of experience of managing Microsoft Windows (2012 – 2016), active directory and group policy.
- Good knowledge of TCP/IP Networking (inc WAN, LAN, DNS, VLANs, routing, switching and firewalls).
- An excellent working knowledge of VMWare virtualisation technologies along with management of shared storage technologies (SAN/NAS).
- Administration of Office 365 email or Exchange 2013/2016 system.
- A strong understanding of scripting using Powershell.
- Excellent interpersonal, time management and communication skills- both written and oral.
- Flexible and willing to work outside core business hours as required.
- Experience in writing technical documentation and reports

The Knowledge, Experience And Qualifications That Will Help

- Working with Dell servers and PowerVault iSCSI SAN.
- Good working knowledge of Veeam Backup and Replication.
- Knowledge of creating, deploying and managing Windows 10 images and patching applications in an enterprise organisation using MDT.

What You'll Be Like

- The ideal candidate is energetic, motivated with a 'can do' attitude, possesses good analytical and problem-solving abilities, and is keen to take on a role in a department with development and advancement opportunities. Due to the unpredictable nature of the IT industry, it is also important for this person to be willing to expand their IT knowledge, and to upgrade their skills set as and when required. The role will involve working in a small team in an environment of open information-sharing to assure cross-training and cover within the department.

We're Looking For The Best, Whoever They Are

Benchmark Capital is an equal opportunities employer. You're welcome here whatever your socio-economic background, race, sex, gender identity, sexual orientation, religious belief, age or disability.

Important Information: Issued by Benchmark Capital Limited, Broadlands Business Campus, Langhurstwood Road, Horsham, West Sussex, RH12 4QP. Registration in England No 09404621.