Direct Wines

Role Profile Form

Position Title:	Group IT – Infrastructure Support Analyst/Engineer
Reports To:	Group IT – Infrastructure Manager
Overall Job Purpose:	This role is predominantly based at our head office in Theale, UK and includes regular interaction with other geographically located teams. The Infrastructure Support Analyst works closely with other members of the global systems support team to provide support applications used by Direct Wines global business and maintenance of the company's infrastructure, hardware, hosting service and network areas.
Key Responsibilities:	- Maintains the complete global company infrastructure, systems analysis, data centre operation and network - Works in conjunction with the security officer ensure systems are maintained with security first - Subject matter expert for projects for infrastructure tasks in the plan and delivery of IT solutions. - Maintains and supports IT technology standard requirements, methodology and processes. - Assists with DPO and Security Officer requirements on data retention and archival plan for storage needs. - Ensures our process supports Group IT policy on data retention, backup, and recovery methods and plans. - Supports impact analysis and modifications to existing systems to support new solutions. - Provides input into a maintained common documentation library of standardized procedures and configurations - Provides third level support for incidents and problems in designated areas of expertise. - Supports Implementation on infrastructure and network designs - Works with enterprise architect - Infrastructure
Qualifications:	Essential Preferable degree in Engineering, Technology or Computer Science or related field, otherwise other equivalent qualifications or relative work experience.
	Desirable - Business Administration an advantage. - Other professional IT qualifications would be an advantage.
Experience:	Essential Proven experience in a production IT environment supporting enterprise IT infrastructure, hardware (laptops, desktops,

	printers, servers etc.), Wifi, LAN, storage SAN, hosting service and network areas. • Experience implementing and supporting cloud environments (Azure, Amazon) • Ability to review (HLD) and Low-level design (LLD) • Knowledge and understanding of industry trends and new technologies and ability to apply trends to infrastructure needs. • Must have a thorough knowledge of the Windows, Domains, Active Directory, and the interaction between hardware, operating systems, network, data centre, and application software. • Must have knowledge of UNIX/Linux concepts. • Working knowledge of VMware or other virtual software. • Understanding of TCP, IP and other network protocols. Familiarity with DNS, DHCP and other network services including LAN/WAN environments. • Understanding of Microsoft Active Directory and the management thereof • Excellent knowledge of Cisco network and Citrix technologies. • Working knowledge, management and maintenance of MS Office365, Skype for Business, one-drive and associated applications. •
	Desirable • Working knowledge of automation scripting such as Powershell, Python, BASH • Should have worked on assignments with international companies. • Business knowledge and experience in Food, Beverages, FMCG, retail or related industry.
Personal Qualities and Skills:	**Specific** • Negotiating skills • Communication Skills
	General • Self-starter capable of working under their own direction. • Good oral and written communication skills • Strong analytical, proactive thinking and problem-solving skills. • Committed knowledge sharer both via documentation and other less formal communications.

	• Keen to learn from experience, formal training and tailored self-improvement. • Self motivated and directed. • A flexible approach to work and working hours • Logical and efficient with keen attention to detail. • Results orientated. • Team-oriented and skilled in working within a collaborative environment. • Be sensitive to cultural differences among individuals and groups of persons
Remuneration:	Competitive

System Access Requirements:	System	Mark as appropriate	Level of Access (admin, user etc.)
	Office (MS Office365)	☒	Full Suite
	Exchange	☒	
	SAP 4.7	☐	
	Symantec email security	☒	
	Microsoft Dynamics AX 2009	☐	
	Microsoft Dynamics AX 2012	☐	
	ATG Dynamo Admin	☐	
	ATG BCC	☐	
	ATG ACC	☐	
	Endeca Experience Manager	☐	
	GPS	☐	
	GMS	☐	
	Jira	☒	
	Confluence	☒	
	IBM Middleware ESB	☐	
	Business Objects	☐	
	Selenium	☐	
	Test Complete	☐	
	Sharepoint – intranet	☒	
	Sharepoint – other	☒	
	Servicewise	☒	
	SQL Developer	☐	
	SQL Server Management Studio	☐	
	Citrix Receiver	☒	
	VPN Client	☒	
	Goto Meeting/MS Skype for Business	☒	
	Akamai WAF	☒	
	Firewalls (Cisco)	☒	
	TES	☐	
	Call Media	☐	
	Decanter	☐	
	Magnum	☐	
	Filezilla	☐	
	McAfee Endpoint Security	☒	
	Server Access	☒	

	Network Access	☒	

Date Last Reviewed:	10th September 2018
Reviewed by:	Lorraine Todd