

## Harel Mallac Technologies is recruiting

# Team Lead Infrastructure

### Job responsibilities:

- Assist in the organising, allocation and monitoring of the infrastructure team
- Assist in ensuring incident and problem queues are kept constantly updated and monitored whilst always prioritising communication with the customer
- Assist in ensuring that the team follows company policies, best practices and procedures during their daily tasks
- Assist in team meetings to update members on daily assignments, projects status and ongoing incidents
- Provide regular updates to the Head of Business Solutions for Infrastructure and Support Services
- Assist with the mentoring, coaching and assisting of members of the Infrastructure Team
- Assist in the management of relationships with third parties and suppliers. This includes maintaining current partnership levels and identifying any potential improvements
- Assist in project management and liaising with customers and all resources
- Manage physical server and storage infrastructure to ensure all systems function as required and meet the targeted Service Level Agreements
- Ensure internal and external applications and associated infrastructure are functioning correctly, by undertaking proactive monitoring and analysis, resolving problems and escalating as appropriate
- Participate in the design and architecture of information and operational support systems
- Identify learning gaps in the team structure and propose any training required.
- Provide high quality, responsive and consistent resolutions to IT Incidents
- Ownership of systems
- Improvements to system efficiency
- Mentoring of junior team members
- Support and maintenance of server infrastructure
- Assessing security of existing environment
- Disaster recovery
- ERP projects
- Producing technical documentation
- Dealing with technical migrations (e.g. Azure migration)
- Technical de-bugging
- Analysis of infrastructure and web applications
- Server administration
- Working with automation / DevOps tools
- Maintaining knowledge of current and future information security threats and challenges
- Working closely with other Operations teams and vendors to ensure there is a coordinated approach to infrastructure support
- Overseeing and managing the infrastructure support queue, ensuring all tickets are resolved/fulfilled within SLA and customer satisfaction targets and other KPIs are achieved
- Providing periodic reporting and management information on infrastructure performance and operational KPIs
- Provide expertise and support in security engineering, incident response and risk management
- Supporting Operations in their patching schedules, and acting as an escalation point

**Skill & Competencies required:**

- M365 (Microsoft 365)
- Exchange 2016 On Prem
- Microsoft Azure
- Microsoft Azure SSO
- Microsoft Azure MFA
- Microsoft Azure AD
- Active Directory
- Mimecast
- Windows Server systems e.g. (2016 / 2019)
- Core Networking TCP/IP, DNS and DHCP
- PowerShell
- ITIL and ITSM
- Exchange Online
- Active Directory environments for MDM
- Mobile technologies across iOS and Android
- Modern Workplace M365/O365 Services
- Firewalls, LAN, WAN, Wifi, Routers, Switches / Security technologies, DNS
- Windows Internet, Google Workspace, Azure and Corporate active directory services
- VMWare
- Networking (TCP/IP, DHCP, DNS)
- Windows Server
- AWS Cloud Technologies
- Backup technologies including BackupExec, Veeam
- ITIL V3+ Foundation certification
- Certification in Azure Infrastructure
- Windows servers server management experience

**BSc in relevant subjects such as:**

- Computer science
- Computer systems/networks
- Software engineering systems
- Mathematics
- A minimum of 5 years' experience in the field;
- Windows 2008R2 up to 2022 Cluster management experience
- Server administration experience
- Knowledge of operational and application security

**Employment Type:** Full-time

**Contact:** [hmt.talents@harelmallac.com](mailto:hmt.talents@harelmallac.com)

Only successful candidates will be called upon for interview.

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