JOB DESCRIPTION

INFRASTRUCTURE ENGINEER

RIELA HQ: BALLASALLA, ISLE OF MAN

The role in a nutshell

This is not your standard Infrastructure Engineer opportunity. It has all the stuff you would expect; providing excellent IT infrastructure support to a fantastic and varied team, but you will also be providing support to our clients who are a varied and interesting collective of people and businesses. At its core, the role is creating resilient, low maintenance solutions for our clients.

What would I be doing?

In this position you will play a very important role for us. The demand for the role has been created by our growth, and you will be a key enabler for the continued growth of our business.

In this role you will have both broad and deep responsibilities across implementations, presales, and 1st / 2nd / 3rd line IT support within the Riela Group of Companies and to our clients, including:

- IT Infrastructure: implementation, installation, administration, and maintenance of our IT environments
- Cyber Security Infrastructure: support and maintenance of the cyber security infrastructure as part of the SOC team
- Security Operations Centre: infrastructure and client support to the SOC team

You will be utilizing a blend of technical expertise and consultancy skills, so it's a great role for someone looking to expand their remit from a purely internal focused position.

You will directly report to Tim our Director of tech and be the 5th person in our tech team. You will also work very closely with our cyber security team, having a fantastic chance to attain detailed understanding of state of the art cyber security operations and how they complement IT infrastructure.

Joining us at this stage will enable you to really put your stamp on the team and technology within the group as we expand our client base and offering.

What skills and experience are you looking for?

We are looking for an Infrastructure Engineer with recent experience in a datacenter / MSP environment.

You will have the ability to talk tech with a non tech audience; understanding and solving their infrastructure challenges. The challenge of working across a range of clients excites you.

You will have an an excellent understanding of OSI model, ethernet and windows protocols, server and storage hardware and on-prem/hybrid/cloud solutions.

This will be delivered with a good knowledge of most of the following:

- Virtualisation: HyperV, VMware and hardware architecture
- Applications: MS Exchange, Trustwave SEG, MSSQL, ESET, Connectwise, Modern Authentication protocols and MFA
- Endpoints: Windows Server 2016/19, Windows 10
- Webhosting: IIS, Linux, Wordpress, HTTP Header management, DNS management and hardening
- Support: ITIL Helpdesk, managed service SLAs and Security Operations Centre
- General:
    - PRTG and/or ESET software integrations in C#
    - Security frameworks (ISO27001, NIST, CIS)
    - Microsoft Active Directory Roles and Features

Qualifications

- Essential: MCSA / MCSE (from 2018 or later)

Tell me about you?

Riela is a growing company (approaching 40 heads) with an entrepreneurial spirit. Our heritage is the Yacht management for Ultra High Net Worth Individuals (UHNWI), but as the landscape has changed we have evolved with it. We have expanded our offering to help both individuals and companies manage high value assets including in the core area of technology and cyber security. Our clients are global and so is our mindset. We look to utilize state of the art technology to deliver better and more efficient services across our product portfolio.

Our core values of Integrity and Support underpin everything we do, how we act with our clients and how we act with each other. You can be confident when joining Riela you will be a part of team that will work with you to achieve our shared goals.

We are on an exciting journey, evolving our culture to represent the changing products, services and people that make up the Riela Group. It is a great time to join and play your part in this trip.

Riela: Everyone is welcome.

At Riela we believe that we will achieve our best by recognizing the value that every individual will bring to work. We are committed to inclusion across age, gender, identity, race and religion. We are committed to creating an environment where everyone is welcome.

Salary and benefits

We offer a competitive salary and fantastic benefits including a pension scheme with a 9.5% company contribution, non-contributory, health cover and free parking at our office.

What happens next?

If the above is of interest, we like to keep it simple, drop us a copy of your CV to info@riela-tech.com.. If it looks like a good fit, the next stage will be initial telephone interview with our HR team to get to know you a bit better, the next and final stage will be structured interview with one of our directors and someone from the tech team.