Senior IT Infrastructure Manager

Based at Head Office,Lynwood Village, Sunninghill, Ascot
Up to £40,000 pa.

About The Role...

Are you looking for an exciting IT Infrastructure Manager position that lets you grab the bull by the horns and help us unpick our old-school solutions and approaches to telecoms and technology infrastructure? Are you ready to guide us through the maze of hardware choices, feature bundles, service rentals, complex packages and confusing jargon and make our lives simple and easy? If the answer is YES then we have the job for you and we'd love to hear from you!

Our infrastructure is complex and expensive and whilst it hasn't been completely ignored, it hasn't always been at the top of our agenda either, so now we are looking to recruit a driven IT Infrastructure Manager to join our newly created in-house Business Change and IT Team. You must have previous IT Infrastructure & Management experience running projects as well as carrying out technical tasks, managing our technology assets, Technical Consultancy suppliers and our other 3rd party suppliers in line with our current contracts and our future new ones!

To be successful in this role you will probably be slightly geeky and be *very* keen to drag us into the modern, lean world of telecoms, leased lines, WiFi, cloud, mobile and apps. You will also need to be able to manage multiple projects simultaneously as well as having a flexible, can-do attitude coupled with an eagerness to learn and to help where required even if it falls outside of the job description!

In a nutshell, you will be responsible for the smooth running and upkeep of the entire IT infrastructure across several of our sites. Working directly for the IT Director you will be our key resource offering input on a strategic and technical level.

The skills you will need are...

Project Management:

- Writing business cases and proposals
- Provide the technical specification for the business cases and proposals
- Obtain competitive pricing for IT HW/SW
- Plan the project accordingly including time scales according to best practice
- Provide up to date progress reports
- Assist with the technical implementation of all projects
- Deliver projects on time

IT Consultancy:

- Work alongside Technical Consultants
- Managing the workload of the Consultant
- Ensuring any scheduled work is carried out
- Plan upcoming work for the Consultant in line with the current IT Roadmap
- Assist with technical implementation
- Arrange site visit dates with the Technical Consultant

IT Support:
- Liaising with the remote support provider's helpdesk
- Logging and keeping track of any IT support requests
- Providing a point of escalation
- Ensuring support SLA's are adhered to
- Various support tasks ie Laptop/Desktop build and roll out using Windows deployment Server
- Provide Helpdesk usage reports to the IT Director

Soft Skills:
- Effective communication is key to this role
- To be approachable and friendly
- Able to run to strict processes
- Organised and efficient

Essential Experience
- Proven experience administering a windows server environment – this will include up to date O/S versions for both workstation and server environments
- Have previously worked in a virtualised server environment (Hyper-V experience would be advantageous).
- Layer 3 switching config and administration
- Office 365 administration and support.
- Understanding of firewalls. This will include configuration, administration and clustering.
- Experience using MDT and WDS for OS deployment.
- Exposure or experience of GDPR
- Strong time management skills, you should be familiar with working to a deadline and setting your own deadlines to ensure tasks are completed in a timely fashion.
- Strong prioritisation skills, you should be able to prioritise your workload and to report regularly where you are with the tasks in hand
- Be willing and able to challenge the status quo with our current vendor/supplier base
- IT Project Management

It would be great if you...
- Have strong academic qualifications and have used PMBOK or Agile
- Have experience managing technical infrastructures in a hotel or care setting – although not essential
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Belt and Braces Stuff...
- You must be able to demonstrate your eligibility to work in the UK
- You must be available for a minimum of 35 hours a week, and be flexible towards working more if needed

A Little Bit About Us...
Ben is a very unique charity in that we provide Support for Life for those working in the automotive community.

Ben's holistic care and support services focus on the four pillars of health and wellbeing: financial, physical, mental and social, enabling people to navigate life's toughest challenges and empowering them to make lasting, positive change. We also provide self-help tools and expert advice to enable people to improve and maintain their total health and wellbeing.

In addition to our lifelong support services, Ben also provides high quality care and support for those in later life at our excellent residential care centres, assisted living apartments, day care centre, through our Home Care service and, for the more independent, at our award-winning retirement village which is where you will be based at our Head Quarters.