WE'RE HIRING!

Infrastructure Engineer

[Support Team | Colombo Office]

enactor

About Enactor

Enactor is a successful and growing software company providing enterprise systems to leading UK, North American and European retailers. Enactor systems drive the instore, mobile and online channels that make up a modern retail organisation.

Technical Skills

› 5+ years' experience as systems and network administrator (required).

› Strong Linux administration, preferably Ubuntu (required).

› Administration of Azure/AWS subscriptions and environments (at least one required, both highly beneficial).

› VMware ESX/ESXi (required).

› WatchGuard firewalls/routers (preferred) or other mainstream networking devices, e.g. Cisco, Juniper, etc. (required).

› Docker (highly beneficial but not required).

› Experience with Windows Server, Active Directory, Office 365, Azure Virtual Networks, Amazon VPC, Apache Tomcat, ELK stack (Elasticsearch, Logstash, Kibana), nginx (beneficial but not required).

› Generation and maintenance of knowledge base articles and documentation (required).

› Formal WatchGuard, VMware, ITIL and other relevant certifications (beneficial but not required).

The Role

The Enactor Support department is responsible for customer-facing product and service support but also for the maintenance of the internal infrastructure and services including and not limited to servers (physical, virtual and IaaS), data centres, networks, firewalls and a SaaS platform.

This role will suit an experienced systems and network administrator with an outstanding track record of maintaining globally dispersed 24/7 systems, who enjoys the challenge of getting to the root cause of complex issues and has a passion for continual service improvement.

Work will be carried out in the evening (9am-6pm UK time). This role requires the availability to work out-of-hours and take part in a weekly rota to provide on-call support. Occasional travel may also be required. Applicants will be required to have or obtain a Police Clearance Certificate.

Competencies

› Excellent written and verbal communication skills, with the ability to both communicate internally and represent Enactor in front of its customers.

› Excellent analytical and troubleshooting skills, with keen attention to detail.

› A self-starter, able to join a small, geographically dispersed team and operate with minimal supervision.

› Ability to effectively prioritise and execute tasks in a high-pressure environment.

› Experience in the transition of products and services from development/staging to operations.

› Retail IT experience in regulated environments, compliant with ISO 27001 and PCI DSS would be advantageous.

If you think you have the right attitude and skills to take on the above role with Enactor, please email your CV to **support.careers@enactor.co.uk** at your earliest. We are looking to schedule interviews in the next few weeks.