



JOB DESCRIPTION

SENIOR INFRASTRUCTURE ENGINEER

LOCATION: BALLASALLA, ISLE OF MAN (HQ) OR SOUTHAMPTON

What is Riela?

Riela is a growing company with an entrepreneurial spirit. Our heritage is in e-gaming and Yacht management sectors, both for Ultra High Net Worth Individuals (UHNWI) and SME's. As the landscape is changing, we have evolved with it but we have never lost sight of our heritage in building long-term trusted partnerships with our clients. Since the early days of Riela we have expanded our offering to help both individuals and companies manage high value and digital assets. Our clients are global and so is our mindset. We combine state-of-the-art technology with our people's skills to provide more efficient services to our clients across the world.

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.

What would the job entail?

Working as a senior member of the infrastructure team you will be a key player in ensuring that both our Data Centre systems and client's sites are running smoothly. This team is responsible for looking after a variety of responsibilities across implementations, presales, and 2nd / 3rd line IT support, within the Riela Group of Companies and to our datacentre, customers and supported remote sites, including:

- **Infrastructure implementation and administration**

Implementation, installation, administration, and maintenance of the following environments under managed service contracts:

Hypervisors: VMWare & HyperV

Architectures: Software Defined Networking, Storage Spaces Direct, Server Clustering, vSAN

Endpoints: Windows Server 2016/2019/2022, Windows 10/11

Applications: System Centre products, MS Exchange, Trustwave SEG, MSSQL, MS Server Roles, ESET, Connectwise, MFA

Webhosting: IIS, Linux, Wordpress, HTTP Header management, DNS management, hardening.

Support: ITIL Helpdesk, managed service SLAs, process automation, Security Operations Centre

- **Security Operations Centre**

Support and maintain the Cyber Security infrastructure as part of the SOC team

Provide infrastructure and client support to the SOC



Reporting:

- Direct report to the Infrastructure & Managed Services Lead

What skills and experience are you looking for?

- HyperV / SDN / S2D and other core MS architectures (essential)
- Datacentre, SCVMM, SCOM, DPM (essential)
- Microsoft Active Directory Roles and Features (essential)
- Modern Authentication protocols and MFA (essential)
- MS Exchange, MS SQL, MS Office & MS 365 (essential)
- ConnectWise Manage/Automate (very desirable)
- ESET, PRTG, Auvik, Cisco (desirable)
- Security frameworks (ISO27001, NIST, CIS desirable)

Qualifications:

The following qualifications are in order of desirability:

- MCSE or equivalent and at least 5 years experience at senior level
- BSc Computer Science (or similar)
- CCNA / CCNP

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 hr@riela-group.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.