

JOB ROLE

INFRASTRUCTURE SUPPORT ENGINEER (L2)

Our Company

- Riela is a rapidly growing cutting-edge tech and cyber company looking to expand our service provision capabilities.
- We are looking to expand on our already highly successful and highly capable team.
- We invest in our people, their development and wellbeing. Our people are the driving force behind our success.
- It is an exciting time to join a brilliant culture of professionalism, excellence, and family.

The Location

- Riela HQ - Isle of Man.
- Island life enjoys a high standard of living (compared to the UK/USA), with a low tax regime (low-income tax and no inheritance or capital gains tax).
- We are the safest place to live in the UK and one of the safest places in the world.
- We have an excellent education system, sporting opportunities, business community, and culture.
- Key industries: eGaming, Space, Finance, Sports, Technology, Corporate Services.

About the Role

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

Key Responsibilities

- Build and configure various server configurations and services for our clients (e.g., Hyper-V failover servers, S2D clusters, Active Directory-based virtual workloads), and assist in presales for the same.
- Perform infrastructure maintenance and upgrades.
- Provide Level-2 support to our ITIL helpdesk and troubleshoot to resolve endpoint and server issues.
- Work within established configuration and change management policies to ensure awareness, approval and success of changes made to infrastructure.
- Select and implement security tools, policies, and procedures in conjunction with the company's security team.
- Liaise with clients, vendors, and other IT personnel for problem resolution.

Key Skills

- Proven hands-on level 2 IT support experience (within an MSP environment would be helpful).
- MCSA or higher.
- Deep understanding of Windows Server roles & services (e.g. AD, Exchange, RDS, DHCP, DNS).
- Solid understanding of MS365 tenancy, apps, and tools.
- Hands-on experience with ITIL driven ticket management.

The Candidate

- Ability to think through problems and visualise solutions.
- Ability to implement, administer, and troubleshoot infrastructure devices.
- Ability to create accurate infrastructure diagrams and documentation for design and planning.
- Provide specific detailed information for hardware and software selection.
- Ability to quickly learn new or unfamiliar technology and products using documentation and internet resources.
- Ability to work with all levels of staff within and outside of IT and outside the organisation.
- A self-starter able to work independently but comfortable working in a team environment.
- Good analytical and problem-solving skills, and dependable and flexible when necessary.
- Infrastructure security experience.

This is an excellent opportunity for an infrastructure support engineer to progress within this dynamic and rewarding organisation. We offer a great career path with a competitive salary and excellent company benefits.



More About Riela

Riela is a growing family of companies encompassing Riela Tech, Riela Cyber, Riela Yachts and Riela Corporate. We pride ourselves on the quality of our services delivered to our SME and Ultra High Net Worth clients with integrity and support integrated at all phases.

We are excited to expand our talent by hiring team players with an entrepreneurial spirit who will help drive our success internationally. By combining the power of our technology with the expertise of our team, you can be confident that you are joining a pragmatic team that will work with you to achieve our shared goals of success.

We are on a thrilling journey as we evolve 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 adventure.

How to Apply

If you are passionate about working with an ambitious and growing team, please apply by sending your cover letter and CV to hr@riela-group.com, stating your salary expectations.