



Department: Information Technology Services
Position: IT NetOps Engineer ((IT4B) 3rd Line L1B)
Reporting to: Infrastructure Team Lead

Kaplan Financial is the premier provider of Professional Accountancy and Financial Services training in the UK. With numerous training centres throughout the UK supported by over 1000 staff, Kaplan Financial is heavily reliant on IT technology and services to help deliver a first class training experience to its customers.

As the company continues to invest in building its internal technical expertise, an opportunity has arisen for an experienced IT Infrastructure Engineer to join the current network and infrastructure teams to help drive forward the exciting technical initiatives currently underway.

The role requires a thorough understanding of current network and infrastructure technologies combined with extensive experience of storage and virtualisation. The IT Infrastructure Engineer will work closely with the applications and security functions to ensure availability, performance and security of systems across all platforms.

Essential Experience

- Network
 - management - using switches & routers (LAN, WAN, VPN, IPSec & 802.1X)
 - firewalls - next generation firewalls (Palo Alto)
 - protocols - (FTP, HTTP(s), SMTP, SSH, Telnet, TLS/SSL, TCP, UDP, SNMP)
 - monitoring - SolarWinds
- VMware vSphere 5.5 / 6.5
- Citrix XenApp 7.9
- Microsoft AD, DHCP, DNS, GPO and Windows servers
- Wireless technologies (Aruba) and OnGuard
- Vulnerability Management (Qualys)
- Patch management (WSUS)
- Microsoft System Center Configuration Manager

Desirable Experience

- AWS Cloud technologies, e.g. Cloudwatch, Route53, VPCs, Security groups
- Infrastructure security landscape & best practices
- Security Incident & Event Management (SIEM).
- VOIP
- Working in an ITIL service framework
- Security Endpoint security products (McAfee)
- Understanding of Infrastructure as Code
- Experience working with regulatory compliance PCI, SOX, ISO 27001, GDPR

Responsibilities/Duties:

- Manage IT systems operations, uptime and performance within Kaplan's security framework
- Ensure that all changes to production infrastructure are documented according to Kaplan's change management procedures with required approval before deployment
- Manage the virtual server farm, take steps to correct & make recommendations to improve
- Manage and optimise storage arrays, take steps to correct & make recommendations to improve SAN
- Manage network traffic, take steps to correct & make recommendations to improve
- Complete technical systems reviews for operational effectiveness & efficiencies
- Participate in evaluation of new technology, technology strategy and selection decisions
- Participate in technology projects to the agreed project timeframes and standards
- Support responses to data security, (prevention, threat hunting and remediation)
- Support IT certifications and accreditations (ISO 27001, PCI, Cyber Essentials)
- Participate and own Incident Response process to identify, isolate and remove security threats and vulnerabilities.
- Lead on root cause analysis of technical faults as a part of problem management activities
- Manage and configure industry standard tools e.g Palo Alto Firewall, SolarWinds
- Maintain documentation of NetOps technologies and architecture.
- Participate in a 24/7 rota to support our key infrastructure.
- Provide technical assistance and mentoring to 2nd line support colleagues
- Any other work as requested by your manager.

Personal Attributes and Competencies

- Passionate about technology keen to promote that passion to the wider team
- Team player with excellent communications skills, comfortable communicating at all levels
- Results focused with a strong work ethic and natural completer/finisher propensity
- Highly professional taking pride in personal and team achievements
- Highly motivated and equally comfortable giving and taking direction
- Level headed and a clear thinker can work under pressure when required
- Problem solver with analytical approach to solving complex problems and determination to see problems through to resolution
- Highly customer focused and supportive to colleagues

This job description is a guide to the work the post holder will initially be required to undertake. It may be amended from time to time to meet changing circumstances by mutual agreement.