



## IT Infrastructure & Operations Engineer - VACANCY

Salary:	£ dependant on experience	Start Date:	ASAP
Contract Type & Hours p/w:	37.5 hours per week	Division:	N/A – Shared Services

A career opportunity has arisen within Hill & Smith Infrastructure, Bilston site, for an IT Infrastructure & Operations Engineer. This will be a permanent position as part of the centralised local IT Team.

Hill & Smith Infrastructure (HSI) Ltd forms part of Hill & Smith PLC's group of companies. HSI Ltd is made up of several OpCos: Barrier, Asset VRS, Hardstaff Barriers and Varley & Gulliver Parapets.

Hill & Smith Holdings PLC is an international group with leading positions in the design, manufacture and supply of infrastructure products and galvanizing services to global markets. Headquartered in the UK, Hill & Smith PLC is a FTSE 250 listed company, with revenues of more than £750m and a market capitalisation of £1.1bn.

Hill & Smith PLC creates sustainable infrastructure and safe transport through innovation. The Group employs c.4,000 people worldwide with the majority employed by its autonomous, agile, customer focussed operating businesses based in the UK, USA, Australia, and India.

The Group office is in the UK and Hill & Smith PLC is quoted on the London Stock Exchange (LSE: HILS.L). Its operating businesses are organised into three main business divisions:

**Galvanizing Services:** increasing the sustainability and maintenance free life of steel products including structural steel work, lighting, bridges, and other products for industrial and infrastructure markets.

**Engineered Solutions:** supplying engineered steel and composite solutions with low embodied energy for a wide range of infrastructure markets including power generation and distribution, marine, rail and housing. The division also supplies engineered pipe supports for the water, power and liquid natural gas markets and seismic protection solutions.

**Roads & Security:** supplying products and services to support road and highway infrastructure including temporary and permanent road safety barriers, Intelligent Traffic Solutions, street lighting columns and bridge parapets. In addition, the division includes two businesses which are market leaders in the provision of off-grid solar lighting and power solutions. The security portfolio includes hostile vehicle mitigation solutions, high security fencing and automated gate solutions.

### The Company Location

Hill & Smith Infrastructure Limited, Springvale Business & Ind. Park, Springvale Avenue, Bilston, WV14 0QL  
The role is office based with some requirement to travel to other sites (Newport (Wales) and Nottingham) from time to time.

### Jobs Requirements:

It is essential to have a background working within an operations/infrastructure industry and to be degree qualified in an IT field would be desirable.

We offer a comprehensive induction programme and unrivalled support and career development opportunities to ensure you achieve your career ambitions and aspirations. Employees have access to a wide range of benefits through our reward scheme, including Bupa Healthcare (post-probationary period), company share save scheme, a generous annual leave allocation and tailored training initiatives.

### We are looking for someone with:

- Excellent interpersonal and communication skills (verbal and written)
- Sound administrative ability with attention to detail
- Ability to work under pressure and meet tight deadlines but always with a concern for quality
- The ability to prioritise work whilst working independently and as part of a team
- The sensitivity to appreciate when confidentiality and discretion are required

# Job Description

## Job brief:

To support our ongoing growth plans, we are looking to recruit a commercially experienced IT engineer who will be responsible for providing expert-level break/fix support, routine maintenance, and project delivery for our IT infrastructure. The scope of the role covers all aspects of IT infrastructure from administration to 3<sup>rd</sup> line support level.

## Purpose of the role:

The purpose of the role is to provide dedicated hands-on technical support and lead major projects spanning all aspects of IT infrastructure across all H&S Infrastructure Ltd sides, namely Bilston, Nottingham, and Newport.

## Key Accountabilities & Responsibilities:

- Lead and own company-wide technical projects as part of the continuous improvement initiative.
- Work with the outsourced helpdesk to ensure consistent high quality customer focused resolutions to general support issues.
- Take ownership of troubleshooting technical issues to successful resolution.
- Responsible for leading & managing day-to-day IT support requests including new starter and leaver processes, system builds etc.
- Provide ongoing operational upkeep of systems to ensure and maintain compliance e.g. Windows 11 upgrades.
- Manage and work with several MSPs and 3rd parties to ensure the consistent and high delivery of infrastructure services to the business.
- Manage and promote M365 services:
  - Integrating and making best use of M365 such as Teams, Forms and Power Apps, Power Automate.
  - Drive SharePoint / Teams / One Drive adoption and move away from file server strategy.
  - Azure AAD.
  - Exchange messaging administration.
- Provide ongoing server & virtualisation management and administration.
- Deputise for the Head of IT Operations as and when required.
- Perform some administration duties (e.g. Using ERP system to order & manage stock, Infrastructure health checks).
- Work with Finance team to ensure that the infrastructure budget is accurately managed. Must have attention to detail.
- Provide some application support when required.

## Experience & qualifications

- Proven track record of leading and delivering IT infrastructure projects.
- Expert in methodical troubleshooting.
- Demonstrable experience in Active Directory, both understanding and management. GPOs, FSMO roles, design, understanding security / DC / GC / Replication, audit reports, LAPS, File server permission structures / AD group level understanding.
- Demonstrable experience and understanding of the importance of Cyber Security in today's workplace.
- An understanding of MDM and Intune.
- Good networking knowledge and troubleshooting skills spanning:
  - DHCP
  - DNS
  - WAN/LAN SD-WAN / SASE
  - VLANs
  - Aruba Central switches and management advantageous
- Technically competent across key areas above with a keen desire to learn all aspects of the infrastructure domain and be able to drive continuous change.
- To be seen as a potential to be the successor to the Head of IT Operations.
- Confident with an ability to explain technical situations in a non-technical manner.
- Approachable and friendly with a very strong focus on customer service.
- Possesses excellent attention to detail.
- Experience of Azure server migrations would be an advantage.
- Knowledge of Dynamics 365 is beneficial but not essential.
- Someone who enjoys making a difference.

**All applicants will be asked to prove that they have the right to work in the UK and provide two satisfactory references.** If you would like to apply for this opportunity and receive a copy of the job description and person specification for the role, please send an up-to-date CV to: [recruitment@hill-smith.co.uk](mailto:recruitment@hill-smith.co.uk) by **Friday, 13 September 2024**.

Feel free to contact our HR team if you have any questions about the position or the process.

Hill & Smith Infrastructure Ltd are committed to promoting equality, valuing diversity, and working inclusively, we uphold the principles in our behaviour and working practices - we are committed to providing equality of opportunity in all areas as an employer, whether in recruitment and selection, promotion or training and development. As we grow, we understand that we must have the most talented employees with diverse backgrounds, cultures, perspectives, and experiences to support our innovation and creativity.