

Infrastructure Manager

- **Experienced Infrastructure Manager, ready to step up operational skills and responsibilities**
- **Join a team of highly experienced and capable people building award winning SAAS solutions in Auckland**
- **Gain exposure to cutting edge technology, being the agent for change and innovation**

Responsibility and opportunity to manage the high available infrastructure within this complex and interesting business. Lead engineers and build strong partnership with other teams and vendors.

About Us

Touchpoint Group is on a mission to get good companies to become great companies by putting their customers at the centre of their business, their culture and their brand. Our products need to scale effectively and meet strict availability requirements.

You will collaborate with a team who has created software products that have won many industry awards. You will work closely with our CTO who is well known for his impressive depth of expertise and ability to help an organisation achieve their Customer Experience Improvement goals. As part of our focus on innovation and service excellence, each day you'll drive a culture which breeds continuous improvement, technical capability and standardisation.

Touchpoint Group's clients are major banks, insurance and other enterprise organisations. Our technology has to meet the highest security standards. This role demands a candidate who is comfortable with dealing with security and IT professionals from these organisations.

About the Role

Responsibilities include designing, managing, maintaining, and ensuring the 24/7 availability, security and performance of the infrastructure used to provide Touchpoint Group SAAS services:

- Design, plan, coordinate and direct SAAS platform infrastructure related activities of the organization, as well as provide direction and support for daily operational activities of the Infrastructure Team.
- Work closely with the CTO and other departments to maintain, recommend, develop, implement, and support cost-effective technology solutions for Touchpoint Group's SAAS platform
- Assist in defining and implementing IT security policies, procedures, and best practices.

About You

You will be hands on technical leader, able to roll up your sleeves and participate in supporting/troubleshooting issues that arise in the day to day, implement solutions as needed and when required. You are a capable subject matter expert and lead on projects relating to infrastructure and security, putting in place strategies to remove and mitigate risk.

We expect extensive experience managing Linux based infrastructure for secure, highly available SAAS. Technical and organizational vision, combined with flawless execution is critical to the Infrastructure Manager role.

- Strong operational focus, ability to create and maintain processes at the right level of detail
- Goal oriented, forward thinker that can provide solutions for complex technical problems.
- Ability to manage multiple projects, while ensuring that commitments and timetables are met.
- Take ownership of problems & see issues through to successful resolution
- Ability to see the 'big picture', and equally hands-on and delve into detail, know exactly what solution is/isn't going to help your team
- Strong interpersonal and communication skills, ability to write clear documentation and communicate complex technical detail to non-technical staff on all levels of the business.

Required Experience

- Minimum 5 years demonstrated background in complex Linux systems administration and Email systems administration
- Experienced Manager who has managed the infrastructure as a support function in a 24/7 operation, and equally as skilled in a hands-on technical capacity.
- Skilled in Linux security, server, application and network security, OWASP Top10, PCI DSS.
- Skilled in networking and Internet technologies: good working knowledge of TCP/IP, DNS (bind, PDNS), Web (Apache, Load Balancing, TLS), Firewalls, Java Application Servers (Tomcat, JBoss)
- Skilled in monitoring systems (distributed nagios, cacti)
- Experience in AWS architecture, maintenance and administration as well as virtualisation technologies
- Experience in database management – MySQL, Oracle
- Experience in Spacewalk including building/managing RPMs and repositories
- Experience in configuration management tools i.e. Salt or similar
- Ability to lead projects to roll out new technology (hardware & software)
- Keep up with new technology trends
- Desirable: Relevant industry and professional certifications like RHCSA, RHCE, RHCA, LPIC-1, LPIC-2, LPIC-3

Next Steps

Check our website at www.touchpointgroup.com and if we look like a company you would like to work for please click on the Apply Now button. Or contact Karen Liesenfeld at 09 353 6872 for a confidential discussion.