

# Senior IT Infrastructure Lead

## The Company

At Geoteric we believe a thorough understanding of the Earth can shape new perspectives and provide solutions to some of the greatest challenges we face today.

For over 30 years we have expanded what's possible in the world of geological interpretation and we still love doing it. Guided by our people, we're proud of the role we play in bringing science and technology together, which is why we continue to rewrite the rule book when it comes to seismic interpretation.

Used across the globe, our geological evaluation software complete with our artificial intelligence offering allows interpreters to combine their knowledge with the best possible picture for a more detailed understanding of the subsurface.

## The Role

This position is responsible for the provision of IT support, systems & cybersecurity capabilities across Geoteric. It is a primarily a hands on role with some leadership responsibility. You will research potential IT solutions to improve business and technical operations, ensure the business has robust cybersecurity systems, make recommendations and be responsible for successful implementation of agreed projects. Success in this role will require an ability to lead and work in a fast paced, complex environment, ensuring day to day support needs are met, as well as improving processes and infrastructure

## Responsibilities

- Ensuring Geoteric IT and DevOps systems align with the overall Geoteric technical architecture and deliver the maximum benefit to internal and external users.
- Responsible for the smooth running of essential business IT services including email, internet, telecommunications, development/build infrastructure.
- Ensure that incidents, user requests, and changes assigned to the team are received and resolved within agreed timescales.
- Take the lead on assigned infrastructure and data and cybersecurity projects, ensuring they are well planned and delivered on time, within budget.
- Responsible for the integrity and reliability of data back-ups and systems resilience across globally distributed offices.
- Point of escalation and contact for any on site IT related emergency issue.
- Oversee the installation and configuration of both new and existing hardware and software e.g. Operating systems (Windows & Linux), printers, phones.
- Responsible for budget recommendations as well as software licence renewals and timely hardware upgrades.

- Ensuring all IT assets are tracked and accounted for in a timely manner, including replacement and disposal cycles.
- Liaise with external service providers to ensure any issues are resolved promptly.
- Document procedures / tasks where appropriate and share solutions with users in an effective manner.
- Provide input for IT based company policies e.g. data security and retention.

## Personal Profile

- Resilient and enthusiastic self-starter who can lead and motivate others.
- Experienced in Service Desk team management and service delivery.
- Able to manage demanding user requests in a fast-paced environment.
- A team player who understands the importance of collaborative working.
- Excellent attention to detail and dedication to resolve the root cause of technical issues.

## Technical Experience

- Windows desktop, server installation and troubleshooting.
- Windows domain management and configuration.
- Linux (Ubuntu) installation and troubleshooting.
- Automation of management, patching and security auditing.
- VMWare 6.x and 7.x management and implementation.
- Desktop and server hardware maintenance (Dell and HPE).
- Networking - physical and configuration.
- Storage systems.
- Office365 admin.
- Exposure to DevOps systems such as build management or source control.
- Exposure to cloud computing (Azure or AWS).
- Implemented cybersecurity policies successfully in an SME environment.

## Relationships

The role reports to the Director of Innovation and will liaise closely with the key stakeholders across Geoteric. Management responsibility for the IT Support Technician is included in this role.

## Location

The position is based in the Geoteric Newcastle office with the flexibility to work from home regularly, assuming business needs are met. Occasional visits to the Geoteric London office will be required.