

Senior Engineer, Infrastructure

Full-time, permanent

London

Closing Date: EOD Friday 27 May 2022

About us?

SEGRO is a UK Real Estate Investment Trust (REIT) and listed on the London Stock Exchange in the FTSE 100 index.

For over 100 years SEGRO has been creating the space that enables extraordinary things to happen.

We invest in high-quality real estate, actively manage our portfolio and sell assets to crystallise attractive returns. We own, manage, and develop light industrial property and modern warehouses with a portfolio comprising 8 million square metres of space (86 million square feet), valued at £18 billion. We are spread strategically across locations in the UK and in Continental Europe.

Our goal is to be the leading owner, manager and developer of industrial properties in Europe and the partner of choice for our customers.

Why work for us?

94% - employees feel engaged (2020 employee survey)

SEGRO is a friendly, vibrant community. We believe SEGRO people are amongst the best in our industry. We have a talented and committed team of employees in the UK and across Continental Europe. Our aim is to continue to attract, develop and retain the best and brightest employees in the industry.

We are proud of our track record in spotting and nurturing talent. Our ambition is to make sure every individual has the opportunity to maximize their potential and their careers with SEGRO.

What are we looking for?

We are currently looking to appoint a Senior Engineer, Infrastructure to

- Act as Service Technical Owner for several IT Infrastructure Services, maintain technical roadmaps, agree new requirements and changes, ensure service levels are met and provide regular management reporting on service performance.
- Act as a technical authority for various IT Infrastructure Services, working closely with other technical team members to quickly resolve operational issues, lead root cause analysis, identify, recommend and manage implementation for service improvements. Either directly or by supervising third-party resources.
- Act as part of the Infrastructure Architecture team, create technical solution designs for infrastructure services. Provide advice and guidance to other teams on infrastructure services and capabilities, providing aid with component and service design.
- Act as a project manager for small to medium sized Infrastructure projects.

The role's principle accountabilities will be to:

- Research and make recommendations on products and services that might support existing and future business needs around IT services owned.
- Ensure that all IT Services owned have maintenance plans and roadmaps in place.
- Act as Project Manager on small projects as required, working with the Associate Director, Infrastructure and Architecture, PMO and the Technology team to deliver agreed outcomes to time, budget and quality.

- Provide technical and/or functional expertise to projects and changes, primarily for IT services owned, but where capable and possible, for those owned by others.
- Ensure that any solutions built, or changes made are in line with SEGRO Technology standards, policies and approved designs, and that they are fully tested before being released into production.
- Monitor relevant project KPIs, risk logs, and user feedback on IT services owned, to identify issues and opportunities for improvement and to incorporate into the change plan.
- Work with the Associate Director, Infrastructure and Architecture to agree the service design, service levels, standards and controls by which IT services owned will be configured, implemented, and operated.
- Actively manage (and where possible resolve) incidents for services owned, being aware of their status, business impact and escalating as required when the SLA is at risk of being breached; no matter where the root cause is believed to lie.
- Actively manage Problems & Known Errors (including Proactive Problem Management), KPIs, reports and user feedback on services owned to identify issues and opportunities for improvement and to incorporate into the change plan.
- Manage maintenance (e.g., patches, upgrades, fixes) for IT Services.
- Ensure that access rights to IT Services and Infrastructure comply with the Access Control policy.
- Work with the Associate Director, Infrastructure and Architecture to manage the relationship with key suppliers, including formal performance reviews and contractual / financial obligations to ensure that service levels are maintained and SEGRO's best interests are served.
- Work with the Associate Director, Infrastructure and Architecture to budget, forecast and manage costs accordingly for all applications, including where some or all the service is support by third party partners.

You will have

- Excellent knowledge of common infrastructure technologies, from operating systems to networks, to cloud and data centres.
- Excellent knowledge of Data Centre and Virtualized server environments.
- Excellent knowledge of Microsoft Azure.
- Strong knowledge of IT Security technologies (Firewall, Antivirus, IDS).
- Strong knowledge of SQL Server and related technologies.
- Strong knowledge of network technologies. (LAN/WAN)
- Strong planning and organisational skills.
- Good knowledge of managing third party resources providers.
- Flexibility to operate in a small team; being able to pick up tasks to support others as required.
- Excellent written and oral communication skills in English.
- Experience of running small projects.

It would also be nice for you to have

- Experience of DevOps / Infrastructure as code.
- Microsoft Azure accreditation.
- Prince2 Practitioner or PMI certification.
- ITIL Practitioner level qualification.

Special job requirements

- We operate a flexible working policy, including the ability to work from home. This is subject to change, but the split as of Q1 2022, is up to 2 days per week at home, and at least 3 days per week in the office, including every Wednesday in London.
- The role will be based in our Central London office, but the team is spread between London and Slough, so will require occasional travel to Slough.
- Flexibility in working hours will be required on occasion to work during weekends and out of working hours to apply changes or manage/resolve high priority incidents.

What we offer

Competitive package including; 25 days annual leave, private health care, generous contributory pension plan, life assurance, annual medical check-up. As well as; wellbeing programme, annual charity day of giving.

We provide excellent opportunities for training and development, supporting employees with their career ambitions. We have a range of high-quality education and training on personal and professional skills that enable our people to fulfil their potential.

All employees participate in our annual bonus scheme and have the opportunity to own a stake in the company through share schemes open to everyone.

HOW TO APPLY:

- If you would like to be considered for this role, please send your CV with covering letter detailing your suitability for the role to HR.Recruitment@SEGRO.com by EOD Friday 27 May 2022.

SEGRO is an equal opportunities employer.

No Agencies please.