ROLE PROFILE
Infrastructure Engineer

Why do we have this role?

Resonate's vision is to support the development of transport services that improve the quality of life and the health of nations, using our deep technology expertise and rail industry experience to deliver game-changing solutions that meet transport challenges across the UK and beyond. We are a company that is excited by the possibilities offered by technology and are driven by improving experiences for passengers globally.

Our Infrastructure team is responsible for designing and implementing the environments which run all our customer facing applications and development pipelines. This is a critical service provided to the business that keeps our customers' operations running and enables the productivity of our development teams.

As an Infrastructure Engineer working within the team, you utilise your experience in infrastructure hosting solutions, networks, and security to contribute to ensuring we have a fit-for-purpose enterprise landscape to achieve our long-term goals.

What are the key objectives?

- Build and maintain environments for CI/CD Pipelines and Customer Products
- Configure technologies (e.g., data storage, messaging, etc.) to provide required levels of performance, security, cost, and resilience
- Prepare, test and execute deployment scripts/release materials for cloud and on-premise solutions
- Plan and prepare updates to the software infrastructure for our CI/CD environments and Customer Products
- Build and maintain monitoring solutions for our environments and customer applications
- Support the architecture team in designing infrastructure solutions that provide high availability, strong security and required levels of performance
- Support innovation and advise on the implementation of new technologies
- Engage with suppliers and consultants around technical solutions and requirements, and implementation of best practices.

Top Operational Relationships

1. Infrastructure Architect (reports to this role)
2. Infrastructure team
3. Development team
4. Architecture team
5. Deployment team

Person Requirements

Essential Technical Experience:

- Multiple OS environments (e.g. Linux, Windows)
- Experience with AWS (e.g. VPC, EC2, Auto Scaling, ECS, S3, VPN)
- Experience of CI/CD DevOps pipelines (e.g. Azure DevOps, TFVC)
- Infrastructure as Code (e.g. Ansible, CloudFormation)
- Containerization (e.g. Docker, Docker Swarm)

- Virtualization (e.g. Hyper-V, VMWare)
- Linux fundamentals
- Scripting (e.g. BASH, PowerShell)
- Networking fundamentals (e.g. TCP/IP, subnets, VLANs, routing and switching)
- Troubleshooting

Desirable Technical Experience:
- Experience of on-premise, cloud and hybrid infrastructure environments
- Experience implementing monitoring systems and solutions (ELK stack, Grafana)
- Knowledge of waterfall and agile delivery processes
- Knowledge of Infrastructure Security best practices including Firewalls and Load Balancing
- Knowledge of Messaging technologies (e.g. IBM MQ, RabbitMQ, Mosquitto)
- Knowledge of Database usage (e.g. Document Databases, Relational Database, In Memory Database)

Competencies:
- Experience of working effectively in small teams
- Thrives in fast-paced environments
- Collaborative, with a solution and value-creation focus.
- Capable of understanding complex technical implementations and low-level concepts
- Adaptability to changing priorities, requirements, and technologies
- Excellent communication skills
- Self-led learner with ability and drive to investigate, learn, and develop
- Passion for modern IT practices and technologies
- Good inter-personal skills

Occasional on-site working, shift/night working and periods of on-call support when required is a feature of the role, with the likelihood of unsociable hours/weekends/public holidays including Xmas/New Year and Easter a requirement.

Our Values and Behaviours
At Resonate it's the 'how' we do things together with the 'what' we do that differentiates us. We want our people to display our values and behaviours in their day-to-day activities.