



## **Job Description: Senior Infrastructure Engineer**

### **The Level One Team**

Founded in 2004, Level One is a single-source provider of document management solutions and was among the first in the industry to provide hosted Customer Communication Management (CCM) solutions. Level One maintains its headquarters in Malvern, Pennsylvania, and employs a team of people with operational, technical, project management and regulatory expertise in support of hosted document composition, e-presentation, e-payments, and processing, printing and mailing of mission-critical customer communications.

Level One is looking for a Senior Infrastructure Engineer to join our Infrastructure Team.

### **Primary Responsibilities:**

This person will be part of the Infrastructure Team and will be responsible for managing oversight of our systems and hardware to ensure security, availability and processing integrity, including:

- Periodic review of system and software architecture as well as develop, plan, and execute strategic initiatives
- Establish and manage a process to maintain up to date knowledge in IT Infrastructure topics and strategies; Provide thought leadership on how to address business challenges through better leverage of technology
- Coordinate of Software and Asset Management tracking, and shall administer, build, update, and maintain IT Management systems including: workstations, servers, devices, and ensure that all appropriate security controls are implemented.
- Establish and maintain a secure and reliable systems infrastructure utilizing appropriate industry best practice for Asset Management, Software backups and updates, and Data Security.
- Provide vendor management by acting as internal company coordinator for vendors providing infrastructure services.
- Participates in the change management process and works closely with our business and other IT departments to understand the impact and outcome of changes applied
- Experienced with MS Windows servers; NAS and SAN storage management; VMWare
- Provide on call and after hours support as required for scheduled for production releases and timely response to production outages or alerts.
- Take the lead with infrastructure related items supporting annual PCI and SOC 2 audits and Disaster Recovery and Incident Response testing and review.

### **Qualifications / Requirements:**

- Excellent communication skills required; ability to contribute to business correspondence, and technical process documentation
- Excellent time management skills; able to successfully prioritize business requirements
- Computer Security Certifications or training or job experience with IT security a plus
- Experience with Azure Cloud, AWS Cloud or Microsoft SQL a plus
- 5+ years of IT infrastructure management experience; Bachelor's degree required in related field
- Experience with VM Ware 6.5 required, Dell EMC Unity, Data Domain/Avamar environment a plus
- Demonstrated experience and success managing networks and infrastructure projects

**Travel:** Occasional travel for projects, remote office visits, training, conferences.