

JOB DESCRIPTION

Job Title: **Technology Workplace Infrastructure Engineer**

Reporting to: Head of Infrastructure & Services & Senior Infrastructure Engineer

Department: Technology

Hours: Full time, permanent

Company Background

Hotelplan is a large pan-European travel group headquartered in Switzerland, under the ownership of Migros, the leading Swiss co-operative retailer.

In the UK, Hotelplan is a well-established and diverse family of specialist tour operators, with a long tradition of developing and operating market leading experiences. Our teams are incredibly passionate about working in travel and creating holidays that exceed the expectations of our discerning and loyal customers, many of whom travel with the company time and again.

The Hotelplan UK family of brands includes ski brands Inghams and Esprit, winter magic with Santa's Lapland, adventure travel with Explore Worldwide and tailor made walking holidays with Inntravel. Our teams are based in two UK offices (Farnborough and outside York in the UK)

Sustainability and Responsible Tourism is at the core of everything we do, and should be a passion for everyone employed by the group.

Our vision - *"To be the most loved travel company in our markets, famous for customer experience and sustainable travel"*.

Job Purpose

The Technology Workplace Infrastructure Engineer implements, manages and continuously improved the digital technologies. The engineer will seek to automate or eliminate repeatable tasks and reduce administrative overheads for themselves and for the Technology Workplace operations including configuration variations, performance issues on endpoint devices and security vulnerabilities. The senior engineer also collaborated with project and delivery teams along with technology vendors, product partners, security and compliance teams to ensure alignment along with providing technology support within the Technology Workplace Support Team.

Main Responsibilities and Key Tasks

The key elements of the role are:

- Implement, monitor and operate digital workplace technologies (endpoint hardware, software, services and SaaS tools)
- Integrate technologies with adjacent technologies
- Ensure stability and security of technology through effective endpoint management and timely patching. Establish computing configuration and operating standards in coordination with department colleagues.
- Execute technology projects

Hotelplan UK

- Actively participate in resolving high-priority or technical outages, troubleshooting efforts, and capacity/availability planning sessions
- Support security operational process by monitoring and reporting anomalies related to devices and identity.
- Monitor technology trends and seek ways to enhance continuous improvement initiatives.
- Assess criticality of services and applications and automated testing of those deemed critical before patching and upgrades.
- Provide IT support for issues escalated from the Technology Workplace Support Team.
- Act as a mentor for the Digital Workplace Support team, forming tight partnerships for the mutual success of the teams. Ensure information is flowing freely between the teams to minimize siloed operations and engineering.

Knowledge, Skills & Experience

- 5+ years managing IT systems and platforms (Network, Server, Cloud based – AWS/Azure)
- Experience creating scripts with PowerShell, Back and other scripting languages
- Digital Workplace tool management expertise: management tools, techniques, monitoring and integration.
- Experience with configuration management, identity and access management, active directory, desktop virtualisation, collaboration platforms and other cloud-based services.
- Experience implementing modern management of endpoint devices.
- Experience with a continuous engineering or other agile methods to keep pace with frequent changes and to reduce complexity.
- Experience using automation to drive continuous improvement
- Tech savvy: Ability to learn, implement and utilise technologies
- Ability to organise and prioritise work packages, and can effectively address projects, requests and other competing priorities.

HP Group Values

- We **love** what we do- we are passionate travel people and take pride in serving our customers
- We are **courageous**- in our goals and ambitions, acting fast to adapt, innovate and have a learning mindset
- We **trust** each other- we are reliable, fair and transparent, empowering our people to do what is right
- We are **strongest** as a team- achieving our goals together, helping each other and celebrating our wins together
- We do the **right** thing- acting responsibly towards our environment, the planet, society and our business. Taking ownership of the impact of our actions.

Benefits

Work life balance is important to us at Hotelplan and so we are open to discussion on working hours. We care about your output not when you do it. All we ask is that you come to the office 2 days a week for team meetings and to collaborate with others as and when we need you to.

You will start with 25 days holiday a year – this rises by 1 day per year to 30 days after 5 years with the company. You also get UK bank holidays. There is the option to 'buy' additional holiday leave if you need more time off

Pension scheme and life assurance.

Bonus eligibility based on company performance each year.

A 50% holiday discount scheme on holidays across the Hotelplan range. Everything from adventure tours to ski holidays.

A healthcare cashback scheme that allows you to claim back money on a number of healthcare costs – including dental treatments and optician costs.

2 volunteer days a year.

A bar and games room at HQ.

Rail season ticket loans available. Electric car scheme in the very near future with charging points at work.

We subscribe to the 'Cycle to Work' scheme.

Employment Assistance Programme – a 24/7 helpline offering practical and emotional support for a whole range of issues.

The small print

This Position Description is intended to describe the general content of and requirements for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements, and you will also be expected to undertake such tasks as are reasonable and relevant to the scope of the post. Job descriptions will be regularly reviewed to ensure they are an accurate representation of your role.

Date of Description: Oct 23