

Senior Infrastructure Engineer

Reporting to the Head of Infrastructure, this individual is responsible for providing 2nd and 3rd level technical support for business users within Clarien Bank and if necessary to its affiliated companies, as well as maintaining the backup infrastructure and devices. The position will focus on service delivery excellence and supporting junior engineers within the IT Infrastructure team.

Primary Responsibilities:

- Design, implement, and manage scalable, secure, and highly available infrastructure solutions (on-premises, Azure, AWS, and hybrid).
- Lead incident resolution and root cause analysis for infrastructure-related issues affecting banking operations.
- Administer core infrastructure components including Windows/Linux servers, Active Directory, DNS, DHCP, VMware, SAN/NAS, backup, and DR systems.
- Collaborate with the cybersecurity team to implement security controls, vulnerability management, and patch compliance.
- Manage Citrix and Azure VDI platforms and coordinate upgrades, capacity planning, and user experience improvements.
- Support identity and access management systems (Azure AD, MFA, SSO, conditional access policies, group policies).
- Assist in infrastructure automation, monitoring (e.g., SolarWinds), and configuration management.
- Maintain documentation for system configuration, standard operating procedures, and disaster recovery plans.
- Administer and optimize Microsoft O365 products, including Exchange Online, SharePoint, Teams, and OneDrive. Provide user support and integration with other enterprise systems.
- Provide mentoring and escalation support to junior engineers and helpdesk teams.
- Participate in audits, risk assessments, and compliance reporting aligned with industry regulations (e.g., PCI-DSS, NIST, SWIFT CSP).
- Engage in infrastructure-related projects, including new deployments, upgrades, migrations, and integrations.
- Responsible for the day-to-day support of end-user computing technology. This will include but not be limited to Virtual & Physical Desktops, Physical and virtual servers and related peripheral devices such as printers and modems.
- Works with IT management to research and test new technologies that have the potential to benefit the organization once implemented.
- Assists with end user support & training and product & service acquisition as required. Work on individual and team-based projects where assigned.
- Work with the other engineers to provide on-call coverage 24 x 7.
- Manages the audit software and policies for all printers and other devices throughout the Bank and affiliated companies.

The successful candidate must have:

- Bachelor's degree in information technology, Computer Science, or related field; relevant certifications preferred (e.g., MCSA/MCSE, VCP, AWS/Azure Certified).
- 10+ years of experience in IT infrastructure management
- Strong written and verbal communication skills are also required; Work on a 24/7 rotating on a call basis.
- Ability to work independently.
- Ability to meet deadlines in a multifunctional team environment.
- A strong understanding of TCP/IP and Internet based Technologies. Knowledge and experience with Microsoft Office suite and the Microsoft Windows operating systems is required for managing support documentation and providing end user support.
- Knowledge of and experience with Mid-range computers, Virtualization technologies and Apple MAC computers would be a strong asset.

Clarien is an equal opportunity employer and offers a competitive compensation package commensurate with qualifications and experience.

Please submit a detailed cover letter and résumé no later than July 11th, 2025 to:

Human Resources Department
25 Reid Street, Hamilton HM 11
P.O. Box HM 665, Hamilton HM CX
Email: jobs@clarienbank.com

Point House, 6 Front Street, Hamilton HM 11, Bermuda
www.clarienbank.com | 441 296 6969

We sincerely thank all applicants for their interest. Only those candidates under consideration will be contacted.

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