

## **Infrastructure Manager - Chicago**

### **The Company**

Our Chicago based trading firm has an opportunity for an IT Infrastructure Manager. You will be joining a FCM focused on delivering cutting edge technology solutions to a global client base. This team provides critical infrastructure support, design, and architecture solutions. It supports enterprise multi-platform environments that require disciplines following ITIL methodologies. The technical discipline includes Windows, Symantec, VMware and associated infrastructure management and security software, tools and utilities. This position reports to the CIO.

### **The Candidate**

The ideal candidate will have a focus on service delivery, team development, process management, project management, problem solving and a deep understanding of networking and corporate and trading infrastructure. The successful candidate will manage infrastructure support, planning, and projects from initiation through implementation including phases such as planning, execution, monitoring/controlling and close-out. Establish project requirements, priorities, and deadlines. Ensure all initiatives are implemented in accordance with all Technology Risk, Architecture, Governance and other relevant enterprise-wide guidelines and policies. Coordinate all Infrastructure Technology resources (staff, equipment, vendors and consultants). The Infrastructure Manager will facilitate and lead technical discussions, contribute to and recommend technology solutions, and understand the end to end operational methodology of RCG's network, infrastructure and data environment. The candidate will manage a 24x7 staff of twelve.

If you are a team oriented, experienced infrastructure professional and are looking to use your skills in a financial services/Trading environment, send a Resume to [HR\\_Resumes@rcgdirect.com](mailto:HR_Resumes@rcgdirect.com) immediately for consideration!

### **Responsibilities**

- Develop, maintain, support, and optimize IT key functional areas: Desktop Support, Server Support, Network Infrastructure, storage and business systems
- Manage overall operations and maintenance of existing Network infrastructure systems and services, ensuring 24x7 availability of production applications, database systems and network services
- Deliver strategic, tactical, and operational leadership in all aspects of IT Infrastructure, including but not limited to hardware, software, network, applications, data security, backup and recovery
- Manage primary data center, business continuity location, primary office, and remote location infrastructure to ensure constant service delivery and maximum up-time

- Collaborate with other technology departments in the project planning process, infrastructure design and implementation processes, deployment, training, documentation, and production support.
- Work closely with peer management team to set strategic technical direction for IT operations
- Responsible for planning, organizing, resource allocation, development goals, standards and processes for the infrastructure, desktop support and network teams
- In conjunction with the other Business departments and technical teams, develop and test disaster recovery plans and procedures for applications, databases and software solutions
- Ensure that appropriate personnel are providing system and architectural management by monitoring, analyzing and evaluating performance.
- Lead team in Identifying requirements, evaluating alternatives, and implementing high quality solutions.
- Serve as focal point for IT-related company wide Infrastructure / Operations issues.
- Lead and assist with analyzing business needs, present technology options for current systems and structures, make recommendations for hardware and software upgrades, transitions and purchases and implement solutions.
- Communicate to user groups about systems procedures, planned changes, systems problems and resolutions to problems
- Recruit, hire, and maintain highly competent IT staff
- Develop personnel through mentoring, technical training, and performance feedback
- Provide leadership and mentoring to enable their growth into highly collaborative teams with strong interactive communication

## **Requirements**

- At least 8 years experience in a 24 x 7 production environment with increasing levels of responsibility
- At least 5-8 years experience and thorough understanding of the following:
  - \* Windows Administration
  - \* UNIX / Linux Administration
  - \* Storage Area Network (EMC storage preferred)
  - \* OS virtualization/hypervisors (VMWare ESX is preferred)
  - \* Networking (switching, routing, load balancing)
- Thorough understanding of Problem/Incident/Release/Change management within the ITIL framework
- Ability to articulate technical issues / solutions both in writing and verbally
- Superior problem solving and analytical skills
- Proven success building and managing a 24x7 highly available production environment with 99.99% or higher availability

- Proven success building and managing a 24x7 team and support organization
- Must have the ability to work independently and as a part of a team

**Position Type:** Full Time, Permanent

**Travel Required:** Limited