



Job Description

Job Title: Data Systems Engineer

Reports to: IT Manager

Company Information:

At HWM we design and manufacture monitoring and telemetry equipment for water, wastewater and gas networks, together with telemetry AMR and facilities optimisation products.

Our primary focus for over 30 years has been monitoring the clean water distribution system, however in the last few years we have expanded into new sectors which include gas, water and electricity meter consumption, gas network monitoring and sewer monitoring. Our solutions have had a significant impact in helping our customers save time, effort, natural resources, energy, carbon, and cost.

HWM-Water Ltd is a Private Limited Company and wholly owned subsidiary of Halma Plc, a UK based business listed on the London Stock Exchange and a constituent of the FTSE 100 Index.

Each of the 50+ international companies owned by Halma is dedicated to the development, manufacture and marketing of products that are used to protect lives, or improve the quality of life, for individuals and businesses worldwide.

Main Purpose of Job:

The Data Systems Engineer (DSE) will take full ownership of the data delivery systems and maintain the current levels of system performance and mapping the way forward for further expansion.

The DSE will have close relationships with all areas of IT (internal, cloud and data science), engineering, sales, customer experience and also customers. This is an ideal opportunity for an ambitious, focused IT systems engineer / developer looking for the next step of professional growth within a growing business based in Cwmbran, South Wales.

This is a key role within the organisation, crucial for maintaining high levels of security and uptime, driving change, and supporting global businesses with their data monitoring needs. The candidate must therefore be able to drive change effectively while balancing day-to-day operational activities.

Roles and Responsibilities

- Take full responsibility for our data delivery systems and solutions, maintain system up-time and resolving issues in real time to minimise down time.
- Maximise cyber security by patching systems, reviewing vulnerabilities in Azure, container registries, vulnerability reports and penetration testing.

- Manage the Cloud and Datacentre Infrastructure, ensuring providers continue to meet their obligations under service level agreements (SLA) and that HWM provides SLA obligations to their customers.
- Diagnose data export issues, the cause, backfill data and work to prevent re-occurrences.
- Ensure your workload is prioritised, managed and delivered at pace, providing expertise as necessary to the organisation and customers.
- Work closely with IT, Engineering and Sales, ensuring data provisioning meets the customer needs, HWM's business technical strategies and strategic road maps.
- Understand how installed software works to provide customer data, recommending enhancements to the software development teams and/or IT Manager.
- Manage the installation and support of Customer installations of our systems.
- Be responsible for supporting and configuring the cloud and data centre infrastructure.
- Ensure 24/7 1st and 2nd line support functions are resourced, managed, monitored and support staff trained as necessary. 2nd line support will be provided by the DSE and IT Manager.
- Provide lead responsibility, ensuring live systems are functioning correctly and within acceptable tolerances.
- Be the customer's first point of contact for data delivery queries, change and improvements to systems.
- Contact and advise customers and stakeholders of events that relate to data delivery.
- Resolve data transmission issues, migrating data as needed and teaming with other HWM resource as necessary.
- Ensure cloud and data centre servers have adequate DR failover, failback and are regularly tested.
- Maintain the monitoring/alerting systems, ensuring escalations are logical and targeted properly.
- Comply with ISO 27001, Cyber Essentials and conform to legal requirements when delivering services and solutions.

Essential Skills:

- Must be Technical, Innovative and Methodical
- Attention to detail is essential
- Must be highly motivated and committed to meeting the needs of our business and its customers.
- Have excellent written and verbal communication skills
- Must be experienced with Windows server 2019 and 2022 administration
- Linux experience would be beneficial
- Must have an understanding of network Infrastructure basics and protocols; TCP, UDP, SMTP, HTTP, HTTPS, FTP/FTPS/SFTP, SSL and VPN connectivity
- Able to troubleshoot and resolve complex problems, working in a pressured environment
- Experienced with Azure
- Administration of Microsoft IIS services, Azure Kubernetes and Application Gateway
- Administration and Maintenance of SQL Server and Mongo DB
- Ability to Manage Risk
- Must be experienced with Disaster recovery testing and planning
- Ability to document findings, processes and procedures

- Competent with PowerShell
- Experience with C# would be beneficial

Benefits:

- Full time role
- Salary negotiable.
- Defined contributions pension scheme.
- 26 days per annum holiday entitlement.
- Free parking.
- Friendly and proactive working environment.

This role is based at our Head Office in Cwmbran and operates on a hybrid working model.