



Data Delivery Systems Manager, HWM Water Ltd (HWM)

HWM-Water Ltd is the UK's leading water loss and energy management company offering a wide range of remote monitoring solutions to solutions to a diverse customer base of international water utilities and energy management companies. Current sales are close to £30M with significant planned future growth and 150 current employees.

Our primary focus for over 30 years has been clean water network distribution system monitoring but we are expanding into new sectors which include gas, water and electricity meter consumption, gas network monitoring, and sewer, river level and flood monitoring.

Our monitoring solutions use a combination of VHF and cellular radio technology with close to real time monitoring of remote assets. Our data delivery systems currently extend to over 20 fixed and cloud based servers handling approximately 1.8million messages per day. Our data delivery system is constantly evolving as the business grows and as new services are identified.

The Data Delivery Systems Manager (DDSM) 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 DDSM will take up a senior role in the business and will have close relationships with IT, engineering, sales and customers. This is an ideal opportunity for an ambitious, focused IT systems engineer looking for the next step of professional growth within a growing business based in Cwmbran, South Wales.

HWM Water Ltd is a Halma company. Halma is a global UK plc based in Amersham, UK with last reported sales of £800M and over 5000 employees worldwide.

Roles and Responsibilities

- Take full responsibility for our data delivery solutions, maintain system up-time and resolving issues in real time to minimise down time.
- 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.
- 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.
- Be responsible for supporting and configuring the Cloud and Datacentre 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 DDSM.

- Provide lead responsibility, ensuring live systems are functioning correctly and within acceptable tolerances.
- Be the customer's first point of contact for change and improvements to systems.
- Contact and advise customers and stakeholders of events that relate to data delivery delays.
- Resolve data transmission issues, migrating data as needed and teaming with other HWM resource as necessary.
- Ensure cloud and datacentre 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 and conform to legal requirements when delivering services and solutions.

Essential Skills:

- Must be Technical, Innovative and Methodical.
- Must be highly motivated and committed to meeting the needs of our business.
- Have excellent written and Communication Skills.
- Must be experienced with Windows server 2003, 2008 and 2012 administration.
- Must have an understanding of network Infrastructure basics and protocols; TCP, UDP, SMTP, HTTP, HTTPS, FTP, SSL and VPN connectivity.
- Able to troubleshoot and resolve complex problems, working in a pressured environment.
- Administration of Microsoft IIS services.
- Administration and Maintenance of SQL Server.
- Able to Manage Risk.
- Must be experienced with Disaster recovery testing and planning.
- Experience with C# would be beneficial.

Benefits:

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

This role is based at our Head Office in Cwmbran.

Please apply in the first instance by submitting your CV and a covering letter to:

Richard Wallace
IT Manager
HWM-Water Ltd.
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