



## PR/118511 | Infrastructure Specialist - Retail Technology

### Job Information

**Recruiter**

JAC Recruitment UK

**Job ID**

1584359

**Industry**

IT Consulting

**Job Type**

Permanent Full-time

**Location**

United Kingdom

**Salary**

Negotiable, based on experience

**Refreshed**

April 28th, 2026 13:00

### General Requirements

**Minimum Experience Level**

Over 10 years

**Career Level**

Mid Career

**Minimum English Level**

Business Level

**Minimum Japanese Level**

Basic

**Minimum Education Level**

Associate Degree/Diploma

**Visa Status**

No permission to work in Japan required

### Job Description

Company: Retail Company

Position: Infrastructure Specialist - Retail Technology

Location: London (Hybrid)

Salary: 50,000 – 55,000 GBP

Job responsibilities:

Retail & Store Technology

- Deliver full IT setup for new store openings, refits, relocations, and pop-ups (POS systems, printers, scanners, tablets, payment devices, WiFi, LAN, SD-WAN).
- Ensure stable operations of store technology through monitoring, maintenance, and incident response.
- Support store teams with troubleshooting across devices, connectivity, POS systems, and peripherals.

#### Warehouse Technology & 3PL Coordination

- Lead IT coordination for warehouse operations supported by 3PL partners.
- Ensure technical readiness for inbound/outbound operations, including:
  - Warehouse device onboarding (scanners, RF guns, label printers)
  - Network access, WiFi readiness, and VLAN configuration
  - VPN / SD-WAN connectivity between us and 3PL environments
  - Firewall rules, routing updates, and IP whitelisting
- Support integration-adjacent activities such as label printing flows, device connectivity and operational tooling.
- Act as the primary IT point of contact during warehouse onboarding, transitions, and operational changes.
- Ensure warehouse technology aligns with our information security and compliance requirements.

#### Office & Corporate IT

- Manage IT operations across EMEA offices and showrooms (laptops, mobile devices, M365, conferencing systems, telephony).
- Oversee onboarding/offboarding, account lifecycle, and access provisioning.
- Maintain device compliance via Intune/MDM and ensure security baseline adherence.

#### Information Security & Compliance

- Implement security policies across the environment: MFA, encryption, endpoint protection, vulnerability management, threat detection.
- Support penetration testing activities, remediation, and alignment with HQ security standards.
- Ensure compliance with GDPR, ITGC, audit requirements and internal security frameworks for stores, warehouses, and offices.

#### Infrastructure Management

- Manage infrastructure across EMEA (LAN/WAN/WiFi, SD-WAN, VPN, firewalls, identity services).
- Coordinate closely with global teams to align network architecture, cloud services, and enterprise device standards.
- Support SAP technical operations such as printing, connectivity, RFC endpoints, POS → ERP feeds, and network dependencies.
- Improve infrastructure resiliency, automation, monitoring, and telemetry.

#### Performance Monitoring & Reporting

- Monitor system uptime, network performance, vendor SLAs and incident trends across retail, warehouse, and office environments.
- Produce regular reports on infrastructure stability, risk areas, asset posture, and operational readiness.

- Communicate risk, incidents, dependencies, and improvement opportunities to EMEA leadership.

#### Documentation & Training

- Maintain and update documentation for infrastructure configurations, store rollout playbooks, warehouse technical guides and troubleshooting procedures.
- Train retail, warehouse and office teams on IT processes, device usage and security best practices.
- Build knowledge-base articles, SOPs and IT runbooks.

#### Service Delivery & Vendor Management

- Manage vendor relationships for POS, networking, 3PL infrastructure, retail hardware, telecoms and field support partners.
- Oversee incident, problem and change workflows through ticketing tools such as ServiceNow.
- Maintain a complete and accurate IT asset inventory across all EMEA sites.

#### Experience

- 10+ years in IT infrastructure roles supporting multi-site retail, fashion, logistics, or hospitality businesses.
- Hands-on experience with store environments (POS, payments, scanners, WiFi, local networking).
- Experience coordinating IT activities with external 3PL warehouse operators.
- Exposure to SAP-related infrastructure topics (printing, RFC connections, connectivity).
- Strong vendor management experience.

#### Technical Skills

##### Core Skills (Must-Have)

- Strong hands-on experience with networking (LAN/WAN/WiFi), routing, switching, firewall rules, SD-WAN, VPN.
- Expert knowledge of MDM/Intune, endpoint management, identity lifecycle (Entra ID/Azure AD).
- Advanced understanding of retail hardware ecosystems: POS, printers, scanners, payment terminals.
- Experience coordinating with warehouse/3PL partners on:
  - Device onboarding
  - Network readiness
  - Access provisioning
  - IP whitelisting and firewall rule changes
- Strong troubleshooting across network, hardware, and device layers.

##### Essential Skills

- Ability to manage end-to-end IT operations for stores, 3PL warehouses and corporate environments.
- Familiarity with SAP technical touchpoints (printing, network prerequisites, POS feeds).
- Understanding of enterprise security practices (patching, EDR, MFA, vulnerability management).

- Experience with M365, Windows, MacOS and cloud-managed enterprise systems.
- Strong documentation and process ownership skills.

#### Nice-to-Have Skills

- Experience with logistics or warehouse automation technologies (RFID, handheld terminals).
- Knowledge of SD-WAN platforms (Meraki, Fortinet, Aruba).
- Familiarity with SIEM/EDR tools and penetration testing workflows.
- Basic scripting (PowerShell, Bash) for automation.
- Understanding of API connectivity and network prerequisites for integration flows.

We regret to inform applicants that only shortlisted candidates will be notified.

Thank you for understanding.

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#### Company Description