



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

March 31st, 2026 10:26

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.

#LI-JACUK #LI-JACUKPRM

Notice: By submitting an application for this position, you acknowledge and consent to the disclosure of your personal information to the Privacy Policy and Terms and Conditions, for the purpose of recruitment and candidate evaluation.

Privacy Policy Link: <https://www.jac-recruitment.co.uk/privacy-policy>

Terms and Conditions Link: <https://www.jac-recruitment.co.uk/terms-of-use>

Company Description