https://excelnearshore.com/job/infrastructure-pod-lead/

Infrastructure POD Lead

Description

Excel Nearshore is seeking talented professionals to support our managed services engagement to support a leader in neuro and sensory medical devices. This involves a POD (team) structure for modularity and efficiency: Help Desk (central intake for incidents and requests), Infrastructure (on-prem/cloud stability and DR), Oracle (EBS-centric with focus on financials, integrations, and compliance), and Salesforce (cloud-based CRM with integrations).

Job Summary:

Direct infrastructure operations for on-prem/cloud environments, ensuring high availability and scalability for critical systems.

Success Metrics:

- Uptime >99.5%; DR recovery targets met; infra ticket reduction >20%.
- SLA compliance >98%; team attrition <10%.

Responsibilities

- Manage servers, networks, backups, and DR sites (RTO 24-72 hours for EBS/Siebel per DR Plan).
- Oversee monitoring tools (e.g., SolarWinds) and patch management to address vulnerabilities.
- Implement ISO 27001 controls (e.g., network segmentation, cryptography for PHI data).
- Coordinate with vendors (e.g., Cisco TAC for WAN issues) and forecast capacity for spikes (e.g., acquisitions).
- Drive automations for cost reductions; support cross-POD integrations (e.g., MuleSoft/SOA).
- Lead BC/DR testing and QBR reporting on uptime/SLAs.
- Mentor junior analysts and support career development

Qualifications

- Bachelor's degree in Computer Science or equivalent.
- **Must Have Skills:** 10+ years infrastructure leadership; certifications like Azure Solutions Architect; experience with VMWare, Hyper-V, Active Directory; ISO 27001 implementation knowledge; bilingual (English/Spanish); MedTech compliance expertise (FDA/IMDRF).
- **Nice to Have Skills:** Scripting for advanced automation (e.g., Ansible); experience with Oracle Hyperion/OBIEE; prior DR event management in healthcare.

Job Benefits
Career Growth Opportunities:

- Advance to senior infra architect roles.

Hiring organization
Excel Nearshore

Employment Type
Full-time

Beginning of employment
ASAP

Duration of employment
Indefinite

Industry
MedTech

Job Location
Costa Rica
Remote work from: Costa Rica

Date posted
January 2, 2026

- Pursue cloud expert certifications (e.g., Azure) with sponsorship.
- Lead innovation fund initiatives (e.g., AI monitoring tools).
- Cross-train in Oracle for EBS integrations.
- Mentorship programs.
- Conferences like VMware Explore.
- Personalized development plans with global travel opportunities.

Contacts
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