

Technical Operatic Manager

Job Description

Reporting To:	Head of Software Delivery
Responsibility for Others:	DevOps team members
Location:	Horsham
Hours of Work	Monday to Friday 8.5 hours between 9.00am to 5:30pm with 1 hour for lunch
Any Special Requirements	None

Overall Purpose of the Job:

Responsible for ensuring the ongoing service and technical operation of our business-critical cloud-based systems.

The role is to provide leadership, technical and line management to a variety of technical areas including DevOps, DBA's and 2nd Line Support. Ownership and delivery of related processes within agreed Quality Standards will be a key responsibility.

Key Activities & Responsibilities:

- Provide management of the application technical infrastructure, ensuring that agreed service levels are met and all relevant procedures are adhered to
- Take responsibility for the design, procurement, build, installation, upgrading, operation, control, maintenance and effective use of Application & SLDC Servers and monitor their performance
- Passionate about automation and Infrastructure as Code
- Assure the physical and logical security of the Application & SLDC Servers comply with all regulations and policies
- Point of escalation for all Incidents across all supported applications
- Responsible for application related Incident Management marshalling all necessary resources across CT to resolve application incidents
- Ensure that all cloud operations are secure, resilient and reliable
- Lead on the improvement of service and component availability and capacity, including the investigation of all breaches of availability targets and service non-availability, with the instigation of remedial activities
- Line manage the DevOps team members conducting regular 1-2-1 meetings and helping each team member meet their career objectives.
- Champion collaborative working with the development and QA teams
- Provide leadership in DevOps philosophy and emerging trends

- Oversee DevOps tooling (Puppet, Terraform, Octopus Deploy, PowerShell etc) administration.
- Responsible for the Disaster Recovery solution and its reliability
- Understanding of the current state of infrastructure automation, continuous integration/deployment, SQL/NoSQL, security, networking, and cloud-based delivery models
- Contribution to the development of the operations budget of all cloud and 3rd party services, reporting to the CT SMT on budget variance and current spend analysis
- Work with the Security Architect to automate security scanning in the build pipeline.

Required Skills/Experience:

- Microsoft Azure Platform
- Expert in Lean and the DevOps principles / movement
- DevOps tooling Puppet, PowerShell, Terraform, Bash
- Octopus Deploy
- Git source control
- .NET Framework and ASP.NET web applications

Desirable Skills/Experience:

- Financial Services industry experience
- Experience of working within SAFe methodology
- Containers/K8s
- Blue/Green deployments and canary releases

Personal characteristics:

- Able to work well with colleagues
- Highly motivated with an attention to detail
- Ability to manage tasks and workload whilst supporting others
- Confidence and enthusiasm in embracing new technologies and learning new skills
- Conservative approach to managing production servers and changes to them