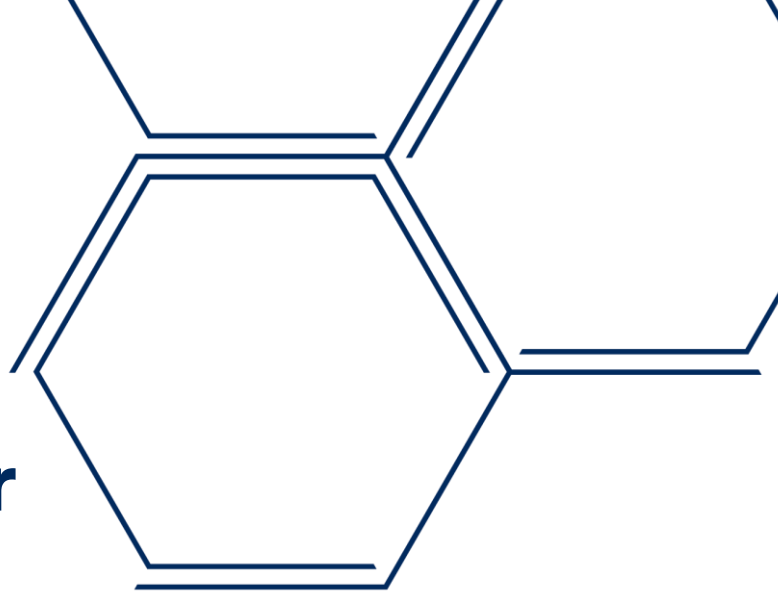


Senior Cloud Support Engineer

Job Description



Who We're Looking For

We are looking for an enthusiastic Senior Cloud Support Engineer. You will be serving our Agile Release Train in helping to look after our cloud infrastructure and deployment pipelines, so that they can deploy value to our customers quicker! As a member of the team you will develop your skills on some of the key modern tools that make up our chain – Octopus, Azure, TeamCity, Puppet and Terraform.

About Benchmark Capital

Benchmark Capital powers financial advisers through insight and integrated tools, services and investment solutions that help them differentiate their client proposition.

Helping advisers to look after their clients is at the centre of everything we do. Our award-winning solutions support over 150 advice firms, with £17.1 billion of assets under advice¹

With a technology-led ecosystem of regulatory, platform, and investment services, and our own financial planning business, our approach is guided by delivering safety and security for customers and focused on positive client outcomes.

We believe that first-class client service and integrated technology are essential components for long-term success. Our seamless, holistic approach works in harmony both to empower advisers and their clients and to generate tangible financial and competitive advantages.

We work with some of the most successful financial planning firms in the UK, bringing the power of technology to advice and wealth management

¹As at 31.03.21

The base

You'll be based at our Broadlands Business Campus near Horsham in West Sussex. It has high standards and international reputation, without being in the city: a big, countryside campus means life will feel a little different.

We support our offices by using cutting edge software and hardware and our spacious campus facilities mean there's a great working environment for the team. With an on-site restaurant, coffee shop and gym, our campus has much to offer. And commuters can relax on our dedicated regular shuttle bus to and from Horsham's main line train station.

We know that helping you balance personal and professional commitments is a big part of that, so we're open to flexible working. Many of our staff work flexibly in many different ways, including part-time. Please talk to us at interview about the flexibility you need.

What You'll Do

- Supporting the scrum teams for:

- Working through our Train Support Service Desk, you are ensuring that the team and you are staying on top of requests coming in
- Any build or deployment issues they may be having across our toolchain of Azure, Teamcity, Puppet, Terraform & Octopus Deploy.
- Production release deployments
- Troubleshooting user problems in a timely and accurate fashion and providing end user training and assistance where required.
- Proactively monitor the Dev environments for any issues, whether that be application or infrastructure issues.
- Identify areas of self service for scrum teams and build out Octopus or Puppet runbooks that further enable the teams.
- **Working with the DevOps team on:**
 - Identifying bottlenecks in the deployment pipelines and processes.
 - Building a monitoring / notification system for the DevOps tool chain so we can proactively monitor the status and performance of the pipelines.
- **Working actively on our Azure estate and networking. This will include:**
 - Provisioning of new environments.
 - Being able to troubleshoot any issues that arise during provisioning.
 - Do a Root Cause Analysis on the issue and work with the DevOps team to fix the root cause.
 - Monitoring and maintaining core infrastructure such as DC's, FW's and WAF's.
 - Triage security issues raised by the SOC team.
- **Work closely on our Octopus Deploy capabilities. This will include:**
 - Create projects from templates
 - User management
 - Update library set variables
 - Maintain health of Tentacles and Octopus Server nodes.
 - Puppet Enterprise:
 - Maintain and make changes to the puppet code, pulling in modules created by the DevOps team to adjust the configuration required for supporting the application.
 - Team City
 - Create projects from the pre-existing build templates.
 - User management
- **Line management of Cloud Support Engineers:**
 - Weekly 1-1s for support & coaching
 - Monthly career development chats
 - HR approvals

(This is not an exhaustive list of the duties to be performed. Job descriptions do not limit the tasks that an employee may reasonably be requested to perform. Changes in job descriptions may be necessary as the needs of the Organisation change over time.)

The Knowledge, Experience And Qualifications You Need

- 3-4 years' experience in cloud infrastructure in Azure, as required by the company and developers.

- 2-3 years' experience of working with OO coding practices, ideally around .Net code and assess the aspect that effect the build and deployment processes.
- 1-2 years' experience in building and have implemented, using best industry standards, "build and deployment" pipelines. Experience with Octopus would be highly desirable.
- Experience with configuration management and infrastructure as code tools such as Puppet and Terraform.
- Help with providing of education to developers on build and deployment operations.
- Experience in monitor server and application system monitoring
- Experience in compliance with regulatory standards and best practices. Also help maintain the IT related verifications, audits and due diligence.

What You'll Be Like

As the ideal candidate you will need to be energetic, with the ability to motivate others, instilling in others a 'can do' attitude, you must possess excellent analytical and problem-solving abilities, and naturally take on a role in a department with development and advancement opportunities. Due to the unpredictable nature of the IT industry, it is also important for you to be willing to expand your IT knowledge, and to upgrade your skills set as and when required. The role will involve being the standard bearer technically to a small team in an environment of open information-sharing to assure cross-training and cover within the department.

We're Looking For The Best, Whoever They Are

Benchmark Capital is an equal opportunities employer. You're welcome here whatever your socio-economic background, race, sex, gender identity, sexual orientation, religious belief, age or disability.