V2 13.04.23

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| cid:image003.png@01D2932A.1F9825A0 | | | | | **ROLE PROFILE** | | |
| Senior Infrastructure Engineer - Cloud | | |
| **Reports to:** | Practice Manager – Cloud & Integration | | | | | | |
| **Grade:** | Senior Professional / Technical | | | | | **Job Family:** | IT Engineering |
| **Leadership Responsibility:** | Direct Reports: | 0 | Indirect Reports: | 0 | | **Regulatory Information:** | Choose an item. |
| **Location:** | Binley, Coventry.  Team-led hybrid working arrangements apply. | | | | | **Working Hours:** | 35 |
| **ABOUT THE ROLE** | | | | | | | |
| Regarded as a Subject Matter Expert (SME) for Cloud and responsible for providing strategic expertise to ensure effective management of the technical and business Services for their specialist area.  The Senior Cloud Engineer will look for improvement opportunities within the team and its processes/procedures on a continuous basis. You will have a strong background in implementing and supporting new infrastructure within medium-large enterprises. You also enjoy developing code and have made the leap to bring these two aspects together to automate the delivery of new infrastructure solutions, making it easy to deploy.  An effective team member who provides support and guidance to peers and other team members and contributes to team efficiency through the creation of accurate technical documentation.   * Provides technical guidance on implementation and maintenance of new Cloud technology into the CBS estate, particularly focused on CBS Digital Spine, * Responsible for independently troubleshooting and resolving product and service incidents, supporting less Senior team members in this area when issues are escalated. * Undertake technical tasks such as maintaining scripts, automated code, reviewing logs, assisting build and configuration activity and maintaining the technical estate. * Effectively prioritise tasks to ensure high priority activities are completed first * Supporting change and implementation where appropriate technical competence has been reached and maintaining an enterprise view.   The role also includes the provision of assistance to the Architecture, Development and Support teams to implement and support solutions into the CBS estate. Looks for improvement opportunities which involve coaching, mentoring, planning, supervising, supporting and training of team members. | | | | | | | |
| **ABOUT YOU** | | | | | | | |
| * A willingness to learn, a desire to embrace new technology and open to a challenge * Able to deliver clear and logical documentation for team members and end users to follow * Able to work under pressure. * Thorough, with a good attention to detail. * Able to deliver to agreed timescales. * Flexible approach to working hours, including being part of a callout rota to meet own objectives and assist colleagues in meeting their objectives. * Completes tasks to agreed levels of quality, within stated timescales with no supervision. | | | | | | | |
| **REQUIREMENTS:** | | | | | | | |
| Demonstrable expertise in their chosen technical discipline.  Essential skills   * Experience of working in a complex, pressurised production environment with proven delivery experience. * Solid experience of core AWS Cloud infrastructure including EC2, S3, ELB’s, Auto scaling, Lambda, RDS, VPC’s, Security Groups, IAM, Cloud Formation or equivalent Azure * Previous experience of supporting virtualization technologies (or equivalent) * Scripting/automation skills, particularly Terraform, PowerShell, BASH. Ansible Tower * Experience in use of CBS core platform systems (Kubernetes, Docker, ArgoCD) * Continuous Integration concept and experience (goCD, Github Actions or similar)   Desirable skills   * Monitoring and analytics APM tools (DataDog/Crashlytics) * Familiarity with the concept of infrastructure/software development paths such as AGILE and LEAN * Certified in AWS/Azure * Previous experience as a Network\Linux\DBA\Windows system administrator building & supporting enterprise computing platforms and systems (or equivalent) * Knowledge of Enterprise level database solutions, such as Oracle and MS-SQL * Financial services or other regulatory environment experience would be desirable. | | | | | | | |

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| **YOUR KEY RESPONSIBILITIES**. (Additional detailed performance objectives will be set by your manager) | |
| **General Profile** | * Responsible for independently troubleshooting and resolving product and infrastructure service incidents. Undertaking allocated problem tasks to improve the resilience of all services. This involves reviewing logs and diagnostic information to determine cause and using technical skills to assess impact and implement corrections. * Defines the templates, standards and quality criteria for documents. Creates easy to follow, structured technical documentation to agreed standards that can be followed by colleagues with no additional support using CBS standard tools of MS Visio, MS Word and Confluence. * Continually looking for work based and non-work based opportunities for self-development by understanding the current and future requirements of each role profile that will enable progression to the next level. * Creates development plan with support of Manager using a detailed Skills Matrix to highlight the areas of growth. Creates a simple report and plan using CBS tools showing progress within the development schedule. * Looks to demonstrate level of technical competency through the attainment of the highest level of industry-recognised accreditation in own technical field. Applies learnt best industry practice to improve technical actions including implementation, configuration, security and problem solving tasks. * Undertakes tasks to deliver the build, configuration and implementation of the infrastructure required to meet Product development or Infrastructure Upgrade backlog within the timescales agreed with the relevant stakeholders. |
| **People & Relationships** | * Effective skills for communication within team at all levels. Contributes to Learning and Working Styles assessments and creating Visual and Written technical documents. Presentation skills are required to pass information to peers. * Effective team player who provides support and guidance to peers and junior team members. Uses face-to-face and written mentoring capabilities. |
| **Governance, Risk & Controls** | * Effectively prioritises tasks to ensure high priority activities are completed first. * Escalates to appropriate level of stakeholder any resource conflicts or deviations to plan as soon as they are identified and pro-actively works to overcome them. * Attends meetings providing specialist technical information and taking actions, where required, which are completed in agreed timescales. * Responsible for supporting the capacity planning process by creating and executing both simple and complex reports to generate the metrics required on a timely basis using defined procedures. Maintains the associated procedures/methods. * Understands cost implications of actions and proposed solutions by using their technical knowledge to assess the component tasks and products, providing a simple report of exceptional costs. * Leads audits agreeing the scope, meeting with auditors and providing information. Responsible for developing and implementing actions plans arising from audit findings. * Defines all policies and standards within specialist area. Maintains and ensures compliance to defined policies and standards. |
| **Impact, Scale & Influence** | * Leads the design, build, configuration and implementation of the Cloud infrastructure required to meet within the timescales agreed with the Product Manager or Product Owner * Defines and undertakes complex technical tasks such as software upgrades, configuration, patching, maintaining scripts and configuring backups whilst meeting expected standards and agreed timescales * Proactively looks for areas of improvements in procedures / methods of working using technical knowledge to assess each step of the processes and confirm that they are the optimal way to complete the task. * Influences and persuades peers and junior team members. * Continually assesses ways of working in order to develop artifacts and processes. Demonstrates proven experience of delivering innovation in the short and long term, both inside and outside of the team and department |
| **Decision Making / Problem Solving** | * Creates and continuously refines a backlog of tasks that are used as building blocks in the construction of complex tasks / deliverables. Defines the effort required for individual tasks. * Plans own and team workload to facilitate regular on-time completion of tasks. * Manages all external stakeholders related to work being undertaken. * Defines and runs small and medium size initatives which may involve external third parties, including the completion of project and business as usual tasks and reporting progress to agreed methods. Manages exceptions using defined process. * Defines the technical methods, procedures and standards for the collation of metrics to be fed into any capacity management repository. Responsible for the creation and execution both simple and complex reports to generate the metrics when required to do so * Undertakes and reports a cost benefit analysis of solutions by using their technical knowledge to assess the component tasks and products and ensures that these benefits are realised by CBS. |
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| **Comparable Roles** | N/A |