

Job Description for Reliability Engineer

Job Description

Team Profile:

Business Infrastructure Services (BIS) is responsible for the providing business aligned, best of breed technology solutions, engineering & extended level of infrastructure support. The department is made up of the following teams:

- Capital Markets
- **Post Trade**
- **Corporate Technology**
- Data and Analytics
- Wealth
- Delivery
- Service Excellence

This Reliability Engineer role is aligned to both Corporate Technology & Post Trade pillars within Business Infrastructure Services (BIS)

Role Description

This is a Reliability Engineer role within the Business Infrastructure Services (BIS) organisation in I&C, focussed on the Corporate Technology & Post Trade businesses.

This Reliability Engineering (RE) role combines software and systems engineering for building and running large-scale, distributed, fault-tolerant systems. RE ensures that internal and external services meet or exceed reliability and performance expectations while adhering to our engineering principles. RE is also an engineering approach to building and running production systems, we engineer solutions to operational problems. Practices such as limiting time spent on operational work, blameless post-mortems, proactive identification, and prevention of potential outages.

Key Responsibilities

- Responsible for delivering best of breed enhancements to the environment including but not limited to automation, monitoring, and alerting.
- Proactively ensure the highest levels of systems and infrastructure availability
- Understand existing environment and be able to easily identify problem areas and undertake successful implementations to resolve and/or mitigate.
- Apply the best of Site Reliability Engineering, DevOps, CI/CD and Infrastructure as Code practices to simultaneously increase change velocity and platform stability.
- Ensuring monitoring performance and identifying any issues, identify possible solutions, and work with support engineers to provide resolution
- Participate in the design of information and operational support systems
- Install, configure, test and maintain operating systems, application software and system management tools.
- Provide an basic level of support to the existing environment when required
- Maintain security, backup, and redundancy strategies
- Write and maintain custom scripts to increase system efficiency and lower the human intervention time on any tasks
- Escalate risks and issues and provide frequent status reports and for management
- Write and maintain appropriate documentation for manual and automated processes
- Manage, deliver and monitor a number of key improvements to the current systems and infrastructure.
- Actively report on project progress, raising risks and managing deliverables often with conflicting priorities and timescales

Key Skills/Behaviours

- BS/MS degree in Computer Science, Engineering (or a related subject)
- Hands-on programming experience using relevant languages
- Proficiency in software engineering tools
- Creative problem-solving skills.
- Excellent coding skills.
- Extensive knowledge of agile methodologies.
- Strong team-building skills.
- Troubleshoot, debug and upgrade existing systems
- Pro-active behaviour that demonstrates initiative and positive work ethic;
- Solid interpersonal skills and comfortable interacting with stakeholders at both infrastructure and application levels;
- Ability to work in diverse locations and employees from diverse cultures;

- Experience of managing a range of internal and external stakeholders
- Experience of working in Agile environment

Preferred Skills/Behaviours

- You will have a strong interest in technology demonstrated either via your work experience, extracurricular activities, or academic studies. For instance, you may have secured an internship in a technology role or focused on technology as part of a university project. You may have learnt how to code or how to use a particular technology. Strong experience in public cloud platforms (AWS or Azure);
- Basic knowledge of at least one programming language (Java or C# or Python) and the ecosystem of this.
- You should have a demonstrable interest in financial markets, which you've built through your studies, work experience or extracurricular activities.
- A curiosity for data and an ability to analyse information to draw conclusions and propose solutions.
- Individuals who can connect the dots and think strategically.
- The environment we work in is fast paced, you'll need to demonstrate focus, resilience, and the flexibility to adapt to changing demands.
- People who can collaborate with others, using their strong communication skills in the process.

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People are at the heart of what we do and drive the success of our business. Our colleagues thrive personally and professionally through our shared values of Integrity, Partnership, Innovation and Excellence are at the core of our culture. We embrace diversity and actively seek to attract people with unique backgrounds and perspectives. We are always looking at ways to become more agile so we meet the needs of our teams and customers. We believe that an inclusive collaborative workplace is pivotal to our success and supports the potential and growth of all colleagues at LSEG.

A career with London Stock Exchange Group offers you the opportunity to be at the centre of the financial community. As well as competitive salaries and a range of attractive benefits, we maximise each employee's potential through personal development plans, training, coaching and mentoring.