JOB DESCRIPTION

This describes the job in terms of its everyday tasks and responsibilities, the salary range and future prospects.

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| JOB ROLE: Lead Infrastructure Engineer | |  |
| Expected: | |  |
| Location: **Chatham or London** | |  |
| **Organisational context** Cloud Services Manager | |  |
| **Job summary**  Dedicated to optimisation this role understands the collaborative synergies within the business, melding some Development skills with Operation, security and monitoring process to deliver a highly automated, scalable and compliant product or service.  Essentially, you will be responsible for services and products in the cloud. You will be working at a fast pace, working with a number of traditional teams to learn and apply the latest delivery techniques and helping to shape a new cloud model for Vanquisbank moving forwards.    Your role will be internal and external facing. This is a highly diverse role where you will be exposed to many new technologies and both internal and external clients. Your role will be based in either Chatham or London. | |  |
| **TCF** (Treating Customers Fairly) **and Conduct Risk**  It is Vanquis Bank’s policy to ensure that it carries out its business activity within Vanquis Bank’s TCF & Conduct Risk framework and in light of the Financial Conduct Authority’s (FCA) guidance on Conduct Risk and TCF.  The successful candidate for this role has an obligation to adhere to regulatory requirements and put the needs of the customer at the heart of how they work, with a focus on the long-term interests and the fair treatment of our customers.  TCF focuses on good customer outcomes and underpins the delivery of the FCAs statutory objective of protecting customers. Every employee has a role to play in ensuring we treat customers fairly by reviewing and measuring current, present and future risks to customers and where necessary, supporting and implementing the controls that have been put in place to mitigate these risks.  The successful candidate will be measured against a combination of the Banks values, behaviours and objectives that support our overall objective of providing customers with positive outcomes. | | |
| **Job content**   * Supporting and boarding of Automation, Orchestration and scalability of Cloud technologies * Deployment to production environment of project or change approved work packages. * Manage Technical compliance of Infrastructure Deliverables to CIS and PCI-DSS standards (Ownership and review of pertinent Documents/policy and Standards * Undertaking of IT Infrastructure project work pertaining to Cloud services * Definition of Initial warranty support of new deployments with creation of support and maintenance documentation, moving then to full support * Support the business to enable maximum uptime and performance * Mentor junior members of the team. | | |
| **Relationships**   * 3rd Party Managed Services/Cloud Service providers * On prem Support and Delivery teams * IT Security/Change/Transition/Solutions Consultancy * Project Management * Business Departments * Individual Team Members and Infrastructure vertical Peers | | |
| **systemS/APPLICATIONS**   * VSTS * Team City * Octopus Deploy * Azure   + IaaS   + App Services Environments   + Web Apps   + API Management * Infrastructure as Code * Configuration Management   + Ansible   + Puppet   + Chef * Linux * Windows Server OS * PowerShell * JSON * App Insights * Experience with continuous Delivery | | |
| **Working conditions** (hours, locations, accident or health hazards, travel facilities)  37.5 hours per week  OOH support Rota as required  Chatham or London Head Office.  Flexibility required to work out of hours as and when required.  Willing to travel to European locations if required. | | |
| **Economic conditions** (salary/date of review, overtime, commission/bonus, fringe benefits)   * Reviewed annually * Pension scheme following six month probationary period * Eligible for private medical scheme following six month probationary period * Eligible for private Dental scheme following six month probationary period * Discretionary bonus twice yearly | | |
| **Other information** (promotion opportunities, possible transfers, training/development opportunities, scope for developing the job, travel opportunities)  Training will be provided to meet the development goals of the individual. | | |
| **Date Completed 13/02/17** |  | |

# PERSON SPECIFICATION

This describes the personal characteristics needed in order to fulfil the requirements of the job.

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| Job title: CLOUD ENGINEER | |  |
| Department: **Projects and IT Services** | |  |
| **Work experience** (specify minimum number of years required, duties performed, achievements, previous employers/competitors)  **Essential:**   * Minimum of 5 years’ experience developing applications or supporting and / or implementing Windows or Linux server * Proven experience of fault resolution and project delivery to defined SLA * Experience of working with Cloud services (Azure, AWS) * Scripting (JSON, Powershell, Bash, JavaScript Python) * Proven experience of working within a CICD environment   **Desirable:**   * Networking * 3-5 years of Virtualisation experience (VMware, HyperV,Xen) * 5-10 years Sysadmin, proven experience in in Delivery or Experienced 3rd line Support * Storage technology * Cloud Automation * Cloud configuration Management * C+ C++ .NET | | |
| **Level of education/attainments** (e.g. A levels, degree, professional qualifications including subjects studied, training)    **Essential:**   * GCSE and upwards + 10 of the following * VSTS * TeamCity * Octopus Deploy * Azure   + IaaS   + App Services Environments   + Web Apps   + API Management * Infrastructure as Code * Configuration Management   + Ansible   + Puppet   + Chef * Linux/Windows * PowerShell,JSON * App Insights * Experience with continuous Delivery * ITIL V3 Foundation/Service Delivery/Release Management     **Desirable:**   * Degree or Equivalent * ITIL V3 Foundation * Other professional qualifications | | |
| **VAnquis Values** We are a people focused business, every decision we make is centred around the needs of our customers  **Essential:**   * Ability to understand where your role fits within the customer lifecycle * Ability to put the customer at the heart of what you do on a day to day basis * Ability to raise issues with your manager/Compliance Department, if you identify potential risks to our customers through your day to day duties * Ability to identify potential risks to our customers and establish the best way of addressing these   **Desirable:** | | |
| **General intelligence** e.g. ability to use initiative, analytical skills (advisable to use the competency dictionary to help identify specific areas of competence and level required for this role)  **Essential:**   * Analytical Thinking * Creative Thinking * Decision Making   **Desirable:** | | |
| **Special aptitudes/personal characteristics** e.g. leadership skills, good communication skills, mathematical ability (advisable to use the competency dictionary to help identify specific areas of competence and level required for this role)  **Essential:** Extensive leadership skills, with the ability to transition knowledge to peers within the organisation. All ability to challenge design decisions and go down to technical review level if necessary  Excellent analytical skills, ability to work well under pressure, consultative and collaborative abilities, logical approach to design and delivery processes  Someone who is able to think outside of the box  **Desirable:** | | |
| **Disposition** e.g. patient/calm, extrovert/introvert, team player/work alone (advisable to use the competency dictionary to help identify specific areas of competence and level required for this role)  **Essential:** Innovative, able to bring new ideas to the team. Enthusiasm for new technology.  **Desirable:** | | |
| **Other requirements** (e.g. able to work shifts/nights/weekends, valid driving licence, ability to travel  **Essential:** Ability to be flexible to support OOH if necessary  **Desirable:** | | |
| **Date Completed 13/02/17** |  | |

# VANQUIS BEHAVIOURAL COMPETENCIES

*Behaviours we believe describe core knowledge, skills, attitudes and abilities essential to create effective performance in every role.*

**OUR VANQUIS CORE BEHAVIOURS:**

Each of our 5 core competencies outline what we expect every employee to consistently achieve and maintain.

* **ADAPTABILITY:** Manages and adjusts own behaviours to work effectively in light of new information, changing situations and/or different environments
* **INITIATIVE:** Identifies and deals with issues proactively and persistently, seizing opportunities that arise
* **TEAMWORK:** Works collaboratively with others to achieve common goals and positive results
* **VALUES & ETHICS:** Supports and demonstrates the principles and values of the organisation
* **TCF:** Considers the need of the customer when carrying out day to day role

**ROLE SPECIFIC BEHAVIOURS**

*Specific behaviours relating to the role that the employee will be assessed against at APR*

**ANALYTICAL THINKING**

**UNDERSTANDING, LINKING, AND ANALYSING INFORMATION TO UNDERSTAND ISSUES, IDENTIFY OPTIONS AND SUPPORT SOUND DECISION MAKING**

**LEVEL 3: ANALYSES COMPLEX RELATIONSHIPS**

Analyses complex situations, breaking each into its constituent parts

Recognises and assesses several likely causal factors or ways of interpreting the information available

Identifies connections between situations that are not obviously related

**COMMUNICATION**

**LISTENING TO OTHERS AND COMMUNICATING IN AN EFFECTIVE MANNER THAT FOSTERS OPEN COMMUNICATIONS**

**LEVEL 4 – COMMUNICATES COMPLEX MESSAGES**

Handles complex on the spot questions

Communicates complex issues clearly and credibly with widely varied audiences

Builds mechanisms to ensure free flow of information

**CREATIVE THINKING**

**QUESTIONING CONVENTIONAL APPROACHES AND RESPONDING TO CHALLENGES WITH INNOVATIVE SOLUTIONS OR SERVICES, USING INTUITION, EXPERIMENTATION AND FRESH PERSPECTIVE**

**LEVEL 3 – INTRODUCES NEW APPROACHES**

Searches for ideas or solutions that have worked in other environments and applies them to the organisation

**DECISION MAKING**

**MAKING DECISIONS INVOLVING VARIED LEVELS OF RISK AND AMBIGUITY**

**LEVEL 3 – MAKES DECISION IN VAGUE SITUATIONS**

Applies guidelines and procedures that leave considerable room for discretion and interpretation