



# Technical Operations

A career in Technical Operations will likely be within IT Operations, the part of IT which keeps critical business systems running. Your training at FDM will prepare you for a number of roles with our clients, such as Systems Engineers, System Administrators, Application Support Analysts, Release Engineers, DBAs, Network Engineers, Security Professionals, and various other sub-disciplines and job titles.

Your day-to-day role will be very varied. You could be working on making sure an application or piece of software is ready for the live environment, providing assistance to clients regarding incidents, working with the DevOps team in creating and managing infrastructures or migrating applications from physical data centres to the cloud.

The role of a Technical Operations consultant is essential in the smooth running of the business and being able to keep a cool head when problems arise is crucial in order to be successful in this role.

**Opportunity to  
gain ITIL Foundation  
Certification in IT  
Operations Analysis**

**You are:**

Motivated by fast-paced working environments  
Able to remain composed and calm when under pressure  
An excellent communicator with strong interpersonal skills  
Equipped with a “Technician” mind-set, curious about how things work

## Matthew Bentham

Technical Operations consultant, placed at Hastings Direct

“ Our team ensures that applications are working correctly for the business and most importantly the consumer. My role is crucial for the business, I have worked on several projects and knowing that I have played a key part excites me. The fact that there is always new work, issues and ideas means that my days can be completely different. ”

## Shannon Smith

Technical Operations consultant, placed at Virgin Money

“ My role involves many different tasks, so no two days are the same. I look after the website infrastructure, which includes deploying code, patching servers, maintaining software, as well as general problem solving when things go wrong. The role is creative and it is very satisfying to see my work making a difference. The biggest surprise about my role was how broad it is and how much experience you can gain - you are continuously adding to your development. ”

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