

Role Profile: IT Operations Engineer

Vacancy Description

Amiosec is an exciting and growing UK technology company with innovation, agility and state of the art technology at its core. We work in partnerships with UK government customers and commercial providers to deliver research, technology and products in the communications security sector.

We have a vacancy within the IT Operations team and are looking for a highly competent IT Operations Engineer to join the team and support the continued growth of the business.

The successful candidate will work within Managed Services area and the activities will include, but not limited to: Monitoring of production infrastructure for faults and issues, including creation and management of security based alerts, day to day management, Incident and Major Incident Management, Changes, Release and Deployment activities, Hardware support, Provisioning of new End User Devices, Automation and improvement initiatives.

The candidate must therefore have experience in a production, operations or engineering environment and have rigorous attention to detail and be familiar with Infrastructure monitoring tools, Infrastructure security best practices, Service Management frameworks, Linux and Windows Sever, Hosted Applications and have advanced troubleshooting skills.

Due to the nature of our work, all candidates will be required to obtain and maintain an appropriate UK security clearance.

Typical Activities

Subject Area	Activities
Production Operations	<ul style="list-style-type: none"> • Monitor production infrastructure to identify potential performance and availability issues, including assistance with the creation of new monitoring capabilities • Create and modify security based logging, alerting and triaging • Respond to production infrastructure Security Alerts, Application and hardware Events and Incidents in a timely manner, providing exceptional troubleshooting and investigation skills to identify the root cause and resolve or workaround as quickly as possible • Receive infrastructure support escalations via Service Desk and provide support, guidance, and mentoring • Carry out changes, deployments and patching on live infrastructure ensuring minimal service impact by following a risk-based approach • Provide hardware support where faults occur with appliances and servers, replacing faulty components, working with hardware vendors for support where required • Assisting with provisioning of new or replacement End User Devices

	<ul style="list-style-type: none"> Identifying opportunities for automation and implementing via scripting, new systems, or new tools Identifying and implementing opportunities for process improvement
Reporting and Administration	<ul style="list-style-type: none"> Assisting with infrastructure report creation Creating and improving support and troubleshooting documents Helping maintain an up to date and accurate Configuration Management Database (CMDB) Using JIRA to manage and track Events, Incidents, Changes and Defects
Team Activities	<ul style="list-style-type: none"> Involvement in stand-ups providing latest updates to Engineering and Operations teams Working alongside other teams to resolve known problems and on continual improvement initiatives

The sections below outline typical responsibilities and competencies that we are looking for. These are wide-ranging and represent the full cross section of capabilities that we seek. Prospective candidates should be able to demonstrate ability in a number of the technical competencies (depending on grade/experience) and as a minimum, satisfy the core competencies as listed. We are **not** looking for full coverage across all of them in any one candidate.

Technical Competencies

Subject Area	Competency
Experience and Skills	<p>Essential:</p> <ul style="list-style-type: none"> Experience in an IT operations environment, working within a process driven framework – minimum 2 years Experience with Linux operating system and infrastructure applications running in a hosted or cloud environment Experience of network, DNS and application troubleshooting in a production environment Basic to intermediate level of scripting skills e.g. Python, Bash Experience with or knowledge of Security Monitoring tools <p>Desirable:</p> <ul style="list-style-type: none"> Experience with Elastic Search / Kibana (ELK stack) Experience with SIEM tools e.g. Splunk Experience with VMWare Experience with Windows server platforms Experience of using deployment automation tools such as Ansible Aware of (or certified in) ITIL Service Management



	<ul style="list-style-type: none"> • Experience of working with monitoring systems e.g. Nagios and associated knowledge of monitoring protocols • Experience of using Atlassian Confluence & JIRA or other collaboration wiki tools • Apple mobile device or device management (MDM) knowledge • Continuous Improvement methodologies
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Core Competencies

Subject Area	Competency
Approach	<ul style="list-style-type: none"> • Excellent attention to detail • Enthusiasm for IT operations and keen to make recommendations for processes improvement and help to innovate and automate
Working Style	<ul style="list-style-type: none"> • Ability to work individually or as a member of a multi-discipline team • Self-motivated • Willingness to be flexible and embrace new technologies/techniques • Good time management skills and ownership of own deliverables
Customer Focus	<ul style="list-style-type: none"> • Good communication skills.