

Role Profile: Service Operations Team Lead

Type: Permanent

Hours: Full Time

Location: Tewkesbury

A bit about us...

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, products, and services in the communications security sector.

Vacancy Description

As the Operations Team Lead at Amiosec your activities will include leading the Service operations team, monitoring 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. You will also actively support infrastructure build projects. Help design, build and facilitate their smooth transition into service and assist with testing and assessing technologies to enhance the security or capabilities of the environments.

Ideally you will have experience in a Services, production, operations or engineering environment, have rigorous attention to detail and be familiar with Infrastructure monitoring tools, Infrastructure security best practices, Service Management frameworks, Networking, Linux and Windows Server, Hosted Applications, Docker and have advanced troubleshooting skills.

Working hours are Monday - Friday, 7.5 hours per day. You will also be required to be an on-call Duty Manager/Engineer and work occasional weekends as required.

NOTE: Due to the nature of the team's work, the post holder will be required to obtain and maintain an appropriate UK security clearance



Typical Activities

Subject Area	Activities
Technical Leadership	<ul style="list-style-type: none"> • Provide leadership to the Service Operations team as directed by the Head of Services. • Ensure successful service operations and delivery by planning team workloads and ensuring sufficient allocation of resources. • Manage the team’s ability to fulfil changing customer requirements by adapting to new priorities. • Ensure the team adhere to all policies and procedures. • Ability to be assertive and use initiative to drive the team to mitigate and resolve service impact. • Provide effective relationship management with internal and external stakeholders.
Capability Growth	<ul style="list-style-type: none"> • Apply knowledge sharing within the team by ensuring clear, concise documentation is produced and maintained. • Ensure tasks are distributed evenly across team members to reduce dependency on any one team member. • Drive a culture of continuous process and service improvement. • Identify training gaps within the team.
Service Operations	<ul style="list-style-type: none"> • Good knowledge of IP networking and secure protocols such as IPsec, SSH and SNMP. • Troubleshoot network issues, identify root causes, and implement corrective actions. • Monitor production infrastructure to identify potential performance and availability issues, including assistance with the creation of new monitoring capabilities. • Identifying opportunities for automation and implementing via scripting, new systems, or new tools. • Create and modify security-based logging, alerting, and triaging. • Respond to Security Alerts, System Events and Incidents in a timely manner, providing exceptional troubleshooting and investigation skills to identify the root cause and provide a resolution 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. • Use of Ansible Playbooks and Deployment automation tools to deploy services. • Provide hardware support where faults occur with devices, replacing faulty components, working with hardware vendors for support where required. • Identifying and implementing opportunities for service and process improvements. • Provide task support with projects as part of the engineering team, which may include designing, building and implementing solutions. • Act as a point of escalation for all service-related technical issues.



	<ul style="list-style-type: none"> • Ensure the creation and revision of clear, concise documentation to improve team knowledge sharing
Team Activities	<ul style="list-style-type: none"> • Support project work including infrastructure build support. • Involvement in stand-ups providing latest updates. • Working alongside other internal and external teams to resolve known problems and support continual improvement initiatives. • Helping assist with any urgent operational requirements as needed.
Reporting and Administration	<ul style="list-style-type: none"> • Creating and improving process and knowledge documents. • Help maintain an up to date and accurate asset database (CMDB). • Managing and tracking Events, Incidents, Changes and Defects.

Technical Competencies

Subject Area	Competency
Skills & Experience	<p>Essential:</p> <ul style="list-style-type: none"> • CCNA (ideally working towards CCNP). • Experience in a busy IT operations environment. • Linux operating system and infrastructure applications running on-prem and/or air gapped. • Experience with Docker or container-based infrastructure. • Experience of network, DNS, NTP, DHCP, ISO model, TCP/IP, TLS, OpenSSL. • Basic to intermediate level of scripting skills e.g. Python, Bash. • Basic understanding of HTTP/HTTPS Webservers and knowledge of SQL Databases. • Physical server hardware support e.g. disk, memory replacement, iDrac or iLo. • Experience with or knowledge of Security Monitoring tools (i.e. Nessus). • Knowledge of ESXi hosts and vCentre technologies. • Experience in firewalled Network/Gateway environments. <p>Desirable:</p> <ul style="list-style-type: none"> • Experience of using collaboration tools e.g. Atlassian Confluence & JIRA. • Mobile Device Management (MDM) knowledge. • Experience with SIEM tools e.g. Splunk. • Experience with VMWare, Veeam Backup. • Experience with Windows server platforms. • Experience of using deployment automation tools such as Ansible, Git, CI/CD. • Experience of SIP/Voice over IP. • Experience of IPSec VPN knowledge. • Experience of working with monitoring systems like checkMK. • Understanding of cryptographic technologies.
Approach	<ul style="list-style-type: none"> • Enthusiasm for business improvement, driving efficiencies using an evidence-based approach.



	<ul style="list-style-type: none"> • Excellent attention to detail with strong organisational and communication skills, with the ability to build a rapport across the business. • Maintain strong knowledge of business operations and technological options that can be used to enhance service delivery both internally and to our customers. • People focused, both in terms of our staff and our customers, acting as an exemplar of our values to promote people-centric approaches to helping our customers deliver their missions. • A professional attitude.
Working Style	<ul style="list-style-type: none"> • Ability to work individually or as a member of a multi-disciplined team. • Ability to create and lead positive working relationships with colleagues from all backgrounds. • Strong problem solving and enabling ethos/approach. • Highly organised, personable, with a demonstrable ability to manage a variety of tasks at one time. • Willingness to engage with the business as a whole and help contribute to shared goals. • Self-motivated. • Present and convey information clearly and articulately. • Good time management skills, and ownership of own deliverables. • Support the training and mentoring junior staff within the team and supporting teams
Customer Focus	<ul style="list-style-type: none"> • Excellent communication skills, both written and oral. • Ability to investigate and understand and document customer requirements.
Innovation	<ul style="list-style-type: none"> • Drive business improvement and identification of ways to enhance working. • Further expanding the capabilities of the toolsets already implemented, identifying & assessing other tools which could be useful.

Amiosec is committed to providing equality of opportunity for all. We aim to ensure our workplaces are free from discrimination and that our current and future colleagues, are treated fairly and with dignity and respect. Please inform us of any reasonable adjustments that we may need to make. This role / position description is to serve as a guide. It is intended to be flexible and will continue to evolve over time with business needs and demands and may be updated periodically at the Company’s discretion.

