



Senior Service Delivery Engineer London

Role

- To provide delivery & support functions for the cloud based financial services platform at Orwell Group.
- The role will include the opportunity to help shape the platform with a focus on automation, resiliency and scalability.
- The role would be ideal for an open-source technology enthusiast with a proven delivery track record and a keen interest in new technologies.

Responsibilities

- Delivery of new platforms and components, upgrades and patching, and support for the main production platform at Orwell Group as well as the route to live environments.
- Incident, Problem & Change Management following ITIL principals.
- Assist with the management of the relationship and systems provided by outsourced support and IT companies.
- Provide support to dev and test users including raising tickets with support partners as required.
- Create and update documentation, policies and procedures as well as assisting in ensuring that they are adequately enforced and monitored.
- Support the 24/7 monitoring and maintenance of a cloud based complex financial services platform.

Knowledge & Experience

- You must have a solid understanding of enterprise IT delivery & support. You will be expected to hit the ground running in a fast-paced environment.
- Experience in a financial services environment would be beneficial.
- You will possess enough knowledge, skill and experience to be able to solve problems and find solutions with minimal supervision.
- Strong experience of Linux in an enterprise environment (preferably RHEL/CentOS).
- Strong experience of enterprise Security at Infrastructure, OS, Application and user levels – including SSL/TLS, LDAP, Kerberos, Firewalls.
- Strong experience of Hortonworks Data Platform or similar (including Kafka, Storm, Zookeeper, Ranger, HBase, Hive, HDFS, Oozie, Solr).
- Experience of database technologies (like Cassandra/ScyllaDB and MySQL/MariaDB).
- Experience of Cloud hosting (primarily Amazon EC2, or Microsoft Azure / Google).

- Experience of networking, TCP/IP, VLANs, Firewalls, VPNs.
- Experience of DevOps tools, and “infrastructure as code” technologies.
- Experience of scripting and automation.
- Experience of container technologies, including docker & kubernetes.
- Experience of performance, monitoring & alerting tools.
- Experience of Backup & Recovery processes and DR procedures.
- Strong organization, prioritization and reporting skills.

Competencies

- Good English speaker with a command of written & spoken English.
- Excellent communication skills – open, collaborative, patient and approachable with the ability to engage internal stakeholders across the business.
- Adaptable with a flexible approach to work, ability to use your own initiative.
- Calm and focused under pressure - multitasking should come easily.

Other

- Standard working hours for this role will be 8:30am-5:30pm Monday to Friday.
 - Out of hours work will be expected on occasion.
- An on-call Rota 24-7 / 365 will be in place in the event of emergencies outside of office hours.
- Central London based location with an informal working environment
- Flexible work arrangements
- Competitive compensation package
- Great exposure to technologies with learning opportunities

Reporting

- This role reports to the Head of Service Delivery