

Ops Team Lead

As part of the engineering department you will help shape the development and delivery of a product which is an essential tool for companies worldwide. You will be an excellent all rounder. Lean towards enjoying infrastructure efficiency and large scale problems. Be responsible for ensuring all operational issues are resolved in a timely manner, maintaining the uptime of the sessioncam platform, reducing costs while increasing efficiency, scalability and resilience. To build, develop and support the SessionCam support team and assist development & ongoing support of an automated build and deployment platform and tools to aid other teams.

What You'll Do

- Line management and personal development for infrastructure team.
- Alignment of activities to our ISMS policies.
- A point of contact for the infrastructure team helping them implement their ideas.
- Become a valued member of an autonomous, cross functional team
- Route out inefficiencies in core infrastructure and applications
- Support other engineering teams in their effort to deliver our roadmaps
- Discover and suggest way we can achieve our goals across a large platform with numerous different technologies
- Take responsibility for delivering scaling and cost efficiency projects on time and with cost in mind
- Implement solutions to problems using the right, not necessarily proscribed, tool
- Work to automate your workflow and the workflow of those around you
- Contribute to the documentation of the areas your team work
- Find ways to develop your skills and the skills of those around you
- Have fun sharing knowledge, and learning from others
- Be available to support customer calls to provide a flexible, technical viewpoint on how situation can be investigated and resolved
- Line management and personal development for the support team
- Ensure that support processes and documentation are maintained
- Ensure system stability and operational availability to agreed standards
- Address specific system issues as directed by Head of Engineering
- Identify areas of the system which can be optimised for performance
- Ensuring all systems are appropriately and regularly patched
- Assist (where required) with complex, multi-component deployments
- Maintain an excellent working understanding of the whole SessionCam product
- Provide input into technical design of features and components

How You'll Do It

You will reporting to the CTO, holding monthly reviews feeding back to the board.

- You'll be able to effectively communicate your ideas to the team, and be willing to listen to different views.
- You'll be proactive in finding better ways to do what we do
- Gain an in-depth understanding of our product, it's current infrastructure and what we need to achieve from the components we deploy and what it will take to keep them running as we scale.
- You'll be an advocate for best practice
- You'll be happy to be wrong, and learn from mistakes
- You'll gain an in depth understanding of

Technical Skills We Value

We have some technologies we use a lot, some a little and some not at all. We're open to new ideas, innovation and better ways of doing things while maintaining and developing our existing solutions. The team you'll be leading uses C#, JavaScript, Go and Scala. We value an ability to learn and a passion for technology, you'll have with a proven track record of tackling difficult problem. There are some basic requirements, however:

- You should be comfortable with C#
- Excellent knowledge of AWS
- Practical knowledge of secure design principles including the OWASP top 10
- Knowledge of modern patterns, architectures, processes and best practices
- Efficiency! Automate everything (Testing, Deployments, etc)
- Be comfortable working on linux and windows, building and deploying cross platform software regardless of choice of language
- Designing and knowing how to deploy the most cost effective solution in the most cost effective manner
- Selecting technology and implementation paths that maximise the opportunities we have across our platform
- Use metrics to help shape your solutions
- Excellent capacity planning ability
- Aware and experienced across Big Data, streaming and ETL platforms
- Be aware and mitigate platform risks such as vendor API and dependency deprecations