**IT DevOps Analyst**

**Small World Financial Services Group**

**Purpose of role:**

The development ecosystem of Small World is evolving and growing, from a monolithic architecture towards microservices patterns. As we select and develop these solutions, it is essential that we also migrate our development operational way to a much devOps way to speed up and automate all the aspects of developing, testing and releasing software, allowing the continuous delivery and software updates.

The role of a devOps engineer combines aspects of a both engineering and coding, and will work with various departments across the organisation to create and develop automated system and processes, carrying out tasks related to both fields in order to achieve the best possible results for the organisation.

The role holder will be required to take a leading role in collaborating across the Technology team to analyse and document processes, customer journeys, and technical patterns, and to define the monitoring and support requirements. (S)he is the evangelist for Automation and will be expected to influence design thinking to ensure solutions are appropriately manageable in-life.

**Role details:**

* Building and setting up new development tools and infrastructure
* Understanding the needs of stakeholders and conveying this to developers
* Working on ways to automate and improve development and release processes
* Define and implement the systems monitoring solution for Small World. This is likely to include existing technologies (e.g. Zabbix, Grafana) with additional solutions.
* Ensure that all customer journeys/processes are documented, such that their technical implementation can be appropriately monitored and measured, and the impacts of any service issues easily determined.
* Liaise with development teams to identify monitoring and operations requirements for new solutions.

**Person Specification**

* A strong technologist, with experience in DevOps and Agile principle.
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* Excellent organisational and time management skills, and the ability to work on multiple projects at the same time.
* Calm under pressure and able to work with focus and clarity in times of stress
* A strong communicator, able to work at a detailed level but also communicate effectively with senior stakeholders
* Collaborative but authoritative; able to represent operations effectively across Technology and ensure that operations requirements are recognise and addressed in new solutions.

**Technical requirements**

* Deep experience (5 yrs +) in the role, ideally with a background in ITIL.
* Ansible, Terraform and bash scripting
* Kubernetes and docker
* Linux operating system
* Knowledge of Kafka
* Working knowledge of leading solutions in the technology operations space, including Jenkins, monitoring technologies such as Grafana, Prometheus, ELK stack and APM solutions such as SolarWinds, PagerDuty, Dynatrace etc
* Familiar with both hosted and cloud solutions