

SERVICE AVAILABILITY ENGINEER

CHELTENHAM

PERMANENT, FULL TIME (FLEXIBLE)

At iPipeline, we pride ourselves on our culture. We believe in an enthusiastic atmosphere, encourage innovation, depend on creativity, and strive for success. We value our employees and understand that our continued success as a company relies heavily on the success of every individual. Our employees describe iPipeline offices as fun, energetic, 'can do', professional environments.

We empower our people and provide them with the opportunity to pursue personal growth and career aspirations. We work hard and play hard. We celebrate success.

As the market leader in our industry, we deliver ground-breaking and award-winning technology to the financial services industry. Working at iPipeline allows you to play a huge part in making it easier for our customers to protect and secure the financial futures of consumers' families.

Find out more at www.ipipeline.com/uk/



YOU CAN ENJOY:

- Innovative, inclusive and focused environment
- Flexible working
- Work/life balance
- New, contemporary, open-plan office space
- Company matched pension benefits
- Generous Life and Critical Illness Cover
- Perkbox membership (discounts and freebies)
- Competitive holiday allowance
- Well stocked kitchen of free soft drinks, tea, coffee and fruit
- An annual wellness allowance to keep you happy and healthy

PURPOSE OF THE ROLE:

To operate as part of the team of service availability engineers to ensure the availability, capacity, security and successful change management of the internal and external iPipeline web and application infrastructure.

RESPONSIBILITIES:

Proactivity

Develop and utilise automation and technical efficiencies within the IT Operations team to support the following goals

To ensure the availability of all iPipeline web/app infrastructure within agreed Service Level Agreements (SLAs).

- Timely monitoring of the hardware and software running iPipeline web/app infrastructure
- Timely monitoring of dependent infrastructure (e.g. Provider quotes servers) & communications with technical partners to resolve problems
- Pro-active diagnosis & correction of faults identified plus liaison with the other internal IT teams to achieve fault resolution
- Responding, managing & active follow-up of any availability-related incidents
- Managing own work activities to cause minimum outage and maximise iPipeline service availability

To ensure the current (and predicted) capacity and performance of the web/app infrastructure, meets the requirements of iPipeline stakeholders and future business plans.

- Monitor and report on current capacity and performance.
- Analyse reports and load test results to create action plans to meet future capacity and performance requirements.
- Complete any upgrades necessary – in a timely manner – to meet all capacity and performance requirements.

To ensure the security (confidentiality, integrity and availability) of all iPipeline web/app infrastructure.

- Implement and operate all security controls as identified through best practice, internal process and security audit.
- Identify and report on security risks or security incidents and take appropriate steps to mitigate or resolve them.
- To follow correct security procedures and consider the security implications of any planned changes.

To ensure all development releases are supported and released in a timely, organised and operationally optimal fashion.

- Support the development and test teams in planning, implementation and troubleshooting of development releases.
- Validate development plans for risks and fitness of purpose.
- Provide supporting resource for development release activity.
- Provide support for the change configuration and release management process.

To take part in out of hours release activity and Participate in the On call Support Rota

- To undertake a proportional amount of out of hours release activity, can include the occasional Saturday, split across the number of Team members (currently 3)
- Take part in the oncall rota which is split across Portal Operations and Infrastructure Operations (Currently 1 week in 6)

SKILLS:

ESSENTIAL:

- Windows server administration
- Web server administration
- Implementation & management of virtualised infrastructure
- Foundation PowerShell

DESIRABLE:

- Linux administration
- SAN technologies
- Load-balancer technologies
- AWS experience
- Advanced scripting capabilities

DON'T HAVE EVERYTHING WE'VE ASKED FOR?

Don't worry.

You might not have everything listed above but you might have some valuable transferable skills and experience.

You might be returning from a career break or feel you have taken a wrong turn in your career.

At iPipeline, it's about you and what makes you tick, not ticking every box.

To apply please email cheltenham.recruitment@ipipeline.com with your CV and covering note (don't forget to include those transferable skills).

For information on how we store applicant information, please see our [Job Application Privacy Policy](#).