Cloud Engineer

Why join Kalibrate

For over 25 years, Kalibrate have been staying ahead of the curve in the fast-moving world of fuel and convenience retail. We were the first to use the power of data for making better decisions and today our artificial intelligence & machine learning solutions have turned data into a smart, actionable tools. With over 300 clients in 70 countries, in mature and emerging markets, for clients large and small, our strategy and technology solutions empower fuel and convenience retailers around the globe to achieve greater value and success on their own terms.

It's an exciting time to join us as we have ambitious plans to grow over the next 5 years.

Role purpose

The Cloud Engineer is responsible for pushing forward our capabilities, technology and service offering alongside making sure our services are healthy, available and secure. Day-to-day you will balance the delivery of new technologies and capabilities into our global cloud estate in a controlled manner alongside ensuring the support and welfare of the platforms we provide to our customers. You work on a programme of incremental delivery to provide change and improvement that moves us to the goals of high rigour, autonomous, protected, monitored and scale-able services that we are all proud of. As you do all these things, you'll always have a mind to improve the processes, solutions and standards we operate to make sure our customers receive a best in class service, reliable and secure systems and first rate customer service.

Who we're looking for

We're looking for an enthusiastic and highly motivated Cloud Engineer to join our Operations team. You will be passionate about delivering projects which may be high profile, particularly complex, or require an exceptional level of professional competence to succeed at. You will be comfortable providing high quality technical support, documentation and guidance to customers and colleagues alike. You will also share your expert knowledge with team members in a way that contributes to growth of the whole team. You'll take an interest in technologies beyond your stack - you don't need to be a master of every technology - but neither should you be afraid of diving into something new.

What you'll be doing

	Responsibilities
Projects	• Deliver new capabilities to our product offerings and cloud estate as defined in our technology strategy. • Work closing with others to provide guidance, knowledge transfer and delivery of our commitments.
Service Delivery	• Ensure services are supported during core business hours and (if applicable) when on-call, outside core hours, to assure availability. • Monitor and manage alerts relating to our platforms and services to optimise and mitigate any potential service impacting issues. • Ensure good hygiene on our services, including patching, backup and disaster recovery routines are all still relevant and effective. • Underpin our Support team to ensure incidents are resolved within SLAs. • Support efforts to identify and eliminate the root cause of issues. • Build healthy and effective working relationships across all technical and non-technical teams to deliver on our promises to each other and our clients
Security	• Implement and adhere to security policies and practices to ensure the security and protection of our cloud environments. • Ensure governance and compliance of our network security, data and services are met.
Self-improvement	• Further yourself, and in doing so your team and the company by growing your skills and improving your craft

Kalibrate values

Lead the way

- You will drive technical excellence, pushing things forward with and for the team.

Empower others

- You will share your skills and knowledge to empower others to deliver their very best.

Challenge convention

- You will engage in steering technical direction, challenge the norm (when appropriate!) and help our business continuously move forward.

Be genuine

- You will put your passion into your work, be your best self and in doing positively add to the amazing culture we have here at Kalibrate.

Key skills and attributes

Essential
Experience in as many of the following areas as possible:

- Extensive Microsoft Azure experience:
    - Azure Active Directory
    - Azure OMS and Log Analytics
    - Application Insights
    - Virtual Machines
    - Azure Automation
    - Azure Recovery Vaults
    - Azure Site recovery
    - Storage (Managed/Unmanaged disks, BLOB etc.)
    - Network Security Groups
    - Gateways (Application, VPN)
- Infrastructure
    - Microsoft Windows Server
    - Failover clustering
    - Powershell scripting
    - Containers
- Other
    - Automated deployments of virtualised infrastructure

- o Networking technologies, switches, router, firewalls
- o Systems administration of applications, servers and networks
- o SQL Server

Desirable

- Terraform
- PaaS (Web Apps / SQL DB, SQL Managed Instance)
- Message Queues
- JIRA/Confluence
- FTP/STFP
- Linux
- Agile (especially Kanban)
- AZ-103 Microsoft Azure Administrator
- ITIL

Attributes

- Ability to build a deep understanding of the services provided to the Clients and the value these services provide to the Clients within their business setting
- The ability to communicate complex information to technical and nontechnical users, including management
- Good understanding of software development and maintenance lifecycles
- Eagerness to make a difference and build a platform that everyone can be proud of
- Ability to create accurate and appropriate technical design documentation
- In addition to in-depth knowledge of the technology being used, engineers need advanced analytical, troubleshooting and design skills.
- Extensive knowledge of the development process, including specific documentation and quality assurance
- Performing high-level root-cause analysis for service interruption recovery and creating preventive measures
- Configuring, debugging and supporting multiple infrastructure platforms
- Working shift patterns to cover the core business hours
- Experience of working in ITIL-based support environments