

## Lead 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

A Lead Engineer is responsible for both overseeing and delivering new technologies and capabilities into our cloud and - to a lesser degree - on premise estate, whether directly, or indirectly through the guidance and support of the individuals within the team. You ensure we have technical cohesion in our efforts to execute upon our technology strategy (and also contribute and influence it), support and nurture our Cloud and Operations Engineers respectively, and underpin the Operations Manager in ensuring the delivery of projects and welfare of hosted services we provide to customers. You are a technical escalation point for the team and, when the need arises, expected to lead and orchestrate major service issues alongside management. You drive a culture of fail fast, iterate, learn from your mistakes and strive for excellence as you help move us to the goals of high rigour, autonomous, protected, monitored and scalable services. As you do all these things, you'll help create the processes, solutions and standards to ensure our customers receive a best in class service, reliable and secure systems with first rate customer service, whilst identifying and minimising cost to maximise efficiency and ROI.

This isn't a managerial position, but it is most certainly one of technical leadership.

### Who we're looking for

We are looking for an experienced Lead Engineer that has a genuine passion of providing customers with great, forward thinking modern solutions built with modern technologies and solutions that are reliable, scalable, secure and low maintenance. As we continue to push our products towards its modernised, simplified, automated, multi-tenant end goal. We're looking for people who can lead the way and join us on our journey, be positive, intelligent, outcome focused individual that thrives when working in happy positive teams and who have the skills and experience we need. You will act as a mentor and a coach and be the point of escalation for issues. You'll strongly believe in the importance of good communication, value teamwork and be process centric. You do not need to be master in every technology, but neither should you be afraid to delve into something new.

## What you'll be doing

	Responsibilities
Projects	<ul style="list-style-type: none"> <li>• Lead in the technical delivery and direction of new capabilities in new technologies, in automation, monitoring, tooling and anything defined in our technology strategy for both external and internal domains.</li> <li>• Work closely with architects, developers and non-technical teams to design, shape and deliver new technologies</li> </ul>
Service Delivery	<ul style="list-style-type: none"> <li>• Oversee and directly ensure services are supported during core business hours and (if applicable) when on-call, outside core hours</li> <li>• Provide emergency incident response and investigation orchestration as needed</li> <li>• Monitor and manage alerts relating to all our platforms and services to optimise and mitigate any potential service impacting issues.</li> <li>• Ensure good hygiene on our services, including patching, backup and disaster recovery routines are all still relevant and effective.</li> <li>• Coordinate 3rd line escalations from Support teams to ensure incidents are resolved within SLAs.</li> <li>• Own and drive efforts to identify and eliminate the root cause of issues and push things forward.</li> <li>• Build healthy and effective working relationships across all technical and non-technical teams to deliver on our promises to each other and our clients</li> </ul>
Security	<ul style="list-style-type: none"> <li>• Implement, evolve, and adhere to security policies and practices to ensure the security and protection of our services.</li> <li>• Ensure the governance and compliance of our network security, data and services are met.</li> </ul>
Self-improvement	<ul style="list-style-type: none"> <li>• Further yourself, and in doing so the team and company by growing your skills and improving your craft</li> </ul>

## 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

- Technical leadership
- Mentoring others
- Extensive depth across the Azure suite
- Solid networking knowledge
- Administering applications, servers and networks
- Windows / Linux infrastructure
- SQL server
- Working Agile (especially Kanban)

### Highly Desirable

- Experience
  - Working in a software/technology company
  - Working in a client facing role
  - Working in a 24/7 operation
  - Moving from single to multi-tenant services
  - Building and evolving continuous integration/continuous delivery

capabilities

- Extensive Azure experience across as many of these as possible:
  - Application Insights
  - Application Service Plans
  - Azure Active Directory
  - Azure Automation
  - Azure Container Instances
  - Azure DevOps
  - Azure Functions
  - Azure OMS and Log Analytics
  - Azure Recovery Vaults
  - Azure Service Bus
  - Azure Site recovery
  - Azure SQL Managed Instances
  - Cosmos DB
  - IaaS
  - PaaS (Web Apps / SQL DB, SQL Managed Instance)
  - Service Fabric
  - Storage (Managed/Unmanaged disks, BLOB etc.)
  - Web Applications
  
- Other technologies
  - Infrastructure by code (using Terraform or similar)
  - Scripting skills via PowerShell
  - Elasticsearch
  - Git
  - Jenkins
  - JIRA/Confluence

### Attributes

- Accountability, direction, thought leadership and an intense drive.
- Ability to build a deep understanding of services provided to our Clients
- Ability to communicate complex information to the technical and nontechnical
- Solid understanding of software development and maintenance principles
- Eagerness to make a difference and build services everyone can be proud of
- Ability to create accurate and professional technical documentation
- Advanced analytical, troubleshooting and design skills