

ROLE DESCRIPTION

1. Job Title: Senior DevOps Engineer

2. CONTEXT

The West Herts College Group offers a range of education across four campuses in Watford, Hemel Hempstead and Luton. The College provides technical and professional education and training to develop the skills individuals need to gain employment, increase their earning potential, and improve their life chances in general. Students are able to access a broad range of courses and qualifications, offered on a full and part-time basis, covering further education, higher education, apprenticeships, professional and community learning.

Technical service teams are located on each of the College's four main campuses, providing a range of high quality, integrated administrative services for students, staff and other external stakeholders.

3. MANAGEMENT ACCOUNTABILITY

Responsible to: IT Project Manager

4. MAIN PURPOSE OF JOB

To support the management, development, direction, and delivery of IT DevOps services and projects as part the Project Management Office and IT Operations. The post holder will support the development of the DevOps Application Engineers and provide 3rd line support across all WHC Group applications to ensure staff and students receive the best experience during teaching and learning.

5. DUTIES AND RESPONSIBILITIES

- Act as technical architect for applications services to support the WHC Group IT and digital strategy.
- Support delivery of PMO projects including building of the new Data Warehouse
- Act as College technical specialist for MIS systems, currently OneAdvanced ProSolution: take responsibility for integration, patching, optimisation and support.
- Create, configure, maintain and support College databases
- Maintain a library of documented code and configurations to ensure applications, system integration and processes can be maintained by others.
- Support the technical implementation of the WHC Group DevOps function, including Microsoft Azure DevOps.

- Provide applications support for all WHC Group core and non-core IT systems, working with business owners and suppliers for system upgrades, patching, releases, and fault resolution.
- Lead the Extract, Transform, Load element of the WHC Group data warehouse and ensure databases are optimised.
- Provide platform support for all WHC applications and operating systems, including system builds and upgrades, patching, releases and fault resolution – with a deep understanding of a number of technologies including SQL server, MySQL, PostgreSQL, Microsoft Dynamics365, ProSuite, Canvas
- Work as part of the DevOps resolver team to resolve incidents by priority within agreed OLAs as logged in the ITSM Service Desk system, liaising with 3rd parties as required.
- When required provide out of hours support for major incidents and upgrades as required (Time off in lieu applies).
- Ensure WHC Group applications are documented, configured, monitored, and updated to limit technical debt.
- Work with colleagues to plan and deliver technology applications projects including the update of documentation.
- Work with DevOps Infrastructure colleagues to ensure platforms are built, upgraded, and optimised for peak application performance.
- Provide 3rd line applications support to all colleagues across WHC Group.
- Accurately record and update service requests, problems and change requests using the ITSM system.
- Act as a permanent member of Technical Change Board.
- Mentor the DevOps Applications Engineers to improve their knowledge and skills.
- Work with the Head of DevOps to create the Skills matrix and ensure all DevOps applications engineers are trained to the required level.
- Act as project lead when required, ensuring skills matrix is updated and colleagues are trained to the required level.
- Deputise for the Head of DevOps where necessary.
- Support college activity including Exams and maintain a first-class level of customer service ensuring that all customers are treated efficiently and in an appropriate manner.
- Challenge the accepted way of working within WHC Group and encourage colleagues to think differently and innovatively.
- Look for opportunities to automate processes with the aim of driving down repeated incidents or time spent on routine task.

6. GENERAL AND COLLEGE RESPONSIBILITIES

- Participate actively and flexibly in a range of College-wide activities, such as duty rotas, enrolment and marketing events and staff and student activities.

- Participate in training and team development activities, to develop skills and knowledge.
 - Undertake Continued Professional Development (CPD) to maintain up to date skills and awareness of current trends and industry direction
- All employees have a general duty in law to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions.
 - Understand and be committed to the College's Health and Safety Policy statement and the College's safety priorities and be aware of their contribution to such priorities within their job role.
- Demonstrate commitment and enthusiasm to promote the principle of equality and diversity in employment and service delivery:
- Be familiar with Safeguarding requirements as outlined in the Safeguarding Policy and comply with its requirements to safeguard and protect the welfare of children, young people and vulnerable adults.
- Undertake such additional duties or projects as the Director of IT and Systems or line manager may determine from time to time.

NOTE: Please be aware that the duties and responsibilities outlined above are not exhaustive and may be varied from time to time. They do not form part of the jobholder's contract of employment.
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