Cloud Operations Lead

Office Location: **Milton Keynes or Ludlow, UK**

Work Location: **Home/Office/Hybrid**

We are open to flexible working

Reporting to: **TBA**

Employment Type: **Full time**

Department: **Infrastructure and Cloud Operations**

Compensation: **£60-£75 DOE plus bonus**

Application process

To apply please complete the following form - https://kineticsolutions.typeform.com/to/EKy1ls15

About the role

We are looking for a highly motivated and experienced Cloud Infrastructure Team Lead to join our rapidly growing IT team. The ideal candidate will have a strong background in cloud computing and a proven track record of successfully leading a team of cloud engineers. You will be responsible for overseeing the design, implementation, and maintenance of our cloud infrastructure, ensuring that it is scalable, secure, and cost-effective.

About Kinetic

We are the UK's leading supplier of event management and student accommodation software to the higher education sector. Our team of 75 people work out of our Milton Keynes (HQ) and Ludlow offices in the UK and from our US office, generating annual revenues of around £10m; we're growing at around 15% per annum. We're owned by Constellation Software Inc., one of the largest software groups in the world, providing fantastic opportunities for benchmarking, sharing best practice and learning.

Kinetic proudly supports 84% of UK and Irish universities, 60 universities in North America, as well as unique venues such as Lords Cricket Ground and the Merlin Group with our deep and powerful software offering. The culture at Kinetic is one of passion, drive and fun where everyone pulls together to deliver an outstanding customer experience, growth and profit.

We support personal development and build on individual strengths, providing options for career progression across our business.

Kinetic is working towards an exciting but achievable goal of growing our revenues to £50M by 2032 through innovation and acquisition. This will not only cement our dominance as market leader in the UK but also expand our presence in international markets.

Summary

Lead our team of engineers who manage and deploy infrastructure as a service using Microsoft Azure on which, we host our applications for our customers. The role requires people, planning, execution and strategy skills to organise the direction and activities of team.

Our team also provide services to customers who require help with on-premise server moves and upgrades, working with university IT departments to ensure their systems are optimised for our applications.

Your team provides support to our sales team, helping out as needed in the pre-sales process. Your team is responsible for deploying new subscriptions, ensuring that we do so in way that is consistent with our policies and procedures. The team provides a reactive service for issues as they arise, liaising with our help desk team. It monitors the infrastructure to ensure the service is fit for purpose and takes preventive action as needed.

You'll build relationships with our sales, customer success, support, professional services, products and development teams, ensuring you understand the needs of the whole business and communicate with them the solutions that you put in place to help them and our customers.

Customers increasingly expect us to be ahead of the game when it comes to cyber security and so embedding information security into all we do is essential. We are regularly asked to confirm our standards, policies and procedures.

You will be responsible for ensuring our policies and procedures are well documented, kept up to date, followed and, through both internal and external audits, we retain our ISO27001, PCI-DSS and Cyber Essentials Plus certifications.

Our business continues to grow rapidly creating opportunities for personal and team development, so this will suit someone who is ambitious, creative and great with people.

We may wish to combine the operations of our subsidiaries into a single technical team, making it easier to scale the services we provide and applying common standards to avoid duplicated effort; if we choose to do this then you will become responsible for this.

As we grow our business, we're looking for someone who can come on this journey with us, implementing technologies and processes that help us scale our hosting services.

Responsibilities

- Lead and manage a team of (five) cloud engineers, running regular 1-1 catch ups, setting and monitoring quarterly goals, completing annual reviews and providing technical guidance and mentorship as needed
- Set and monitor the goals for your team
- Ensure your team stays current with emerging technologies, keeps up to date with training and appropriate learning and certificates
- Stay current with emerging cloud technologies and evaluate new cloud solutions and services for potential adoption within the organization
- Ensure the availability, reliability, and performance of our cloud infrastructure.
- Control the schedule of work, balancing the needs of our support desk for a responsive service, with planned customer work and personal development plans
- Implement and manage cloud automation and orchestration tools, such as Terraform and Ansible, to improve operational efficiency and reduce manual errors
- Monitor cloud resource utilization and cost optimization, and recommend strategies for cost control and optimization
- Collaborate with our other teams, including to design and implement cloud-based solutions that meet business requirements
- Develop and maintain information security and infrastructure policies and standards, including security and compliance requirements
- Provide technical leadership and support for cloud infrastructure incidents and outages, working closely with cross-functional teams to resolve them in a timely manner
- Provide regular reports to the Senior Management Team
- Communicate strategy to the Board

Skills

- 4+ years of experience of cloud computing with excellent understanding of Microsoft Azure infrastructure as a service
- 2+ years in a leadership role and great with people
- Good knowledge of cloud security and compliance requirements including ISO27001, PCI-DSS
- Familiar with automation tools such as Terraform and Ansible
- Thoughtful planning demonstrating awareness of bigger strategic plans
- Comfortable with the management of tasks and activities using tools such as Kanban
- Good face-to-face communication skills to connect across the business and with our customers
- Strong written skills, capable of producing good technical documents

Qualifications

Microsoft Azure certificates are desirable

Driving licence

A driving licence is required

Experience

Experience of line/team management is essential

Benefits

Kinetic provides excellent working environments at its offices, including kitchens with free tea, coffee and refreshments. Our social committee organises activities and events. All staff have access to a flexible benefits package.

See our Kinetic Cares brochure for details.

Other information

You will need to provide

- proof that you have the right to work in the UK
- a reference
- a DBS check