|  |  |
| --- | --- |
| **JOB DETAILS** | |
| **Job Title:** | **Platform Services Engineer** |
| **Function: Department** | **IT – Platform Engineering and Architecture** |
| **Location:** | **Milton Keynes** |
| **Reporting to: Reporting To** | **Platform Engineering Manager** |
| **Effective Date: irectReports** | **ASAP** |
| **Financial Scope/Operating Budget/Revenue (P&L) (If Applicable)** | **£55,000** |
| **Old DPG Grade/New DPG Band:** |  |

|  |
| --- |
| JOB PURPOSE & RESPONSIBILITIES |
| **Job Purpose:**  The Platform Services Engineer is a key member of the Platform Engineering and Architecture Team, tasked with the continuous development and support of DPG IT Infrastructure services across various locations. Leveraging their technical expertise, the incumbent will deploy innovative solutions and ensure the ongoing maintenance, support, and enhancement of both the existing on-premise infrastructure and the evolving cloud infrastructure.. |
| **Key Responsibilities/Job Tasks:**  Please list the most important responsibilities (with a breakdown of Frequency against each e.g, sometimes, often, considerable etc).   * **Developing and maintaining** an in-depth understanding of DPG systems & services and their business impact. * **Building and supporting** both on-premise and cloud infrastructure, including Domino’s eCommerce applications and related systems. * **Researching and evaluating** new technologies to enhance IT Infrastructure performance and security. * **Collaborating closely** with the security team to deliver and maintain secure solutions. * **Troubleshooting and resolving** issues within the DPG & Store Infrastructure as needed. * **Monitoring, supporting, and maintaining** the DPG/Store infrastructure, aiming to reduce repeat tickets by adhering to Incident, Major Incident, and Problem Management processes. * **Delivering new project requirements** for the DPG/Store IT Infrastructure. * **Complying with health and safety policies** to ensure a safe work environment for all. * **Adhering to UK and Ireland Data Protection and ePrivacy legislation**, reporting any non-compliances to the Data Protection team. * **Actively participating** in Domino’s performance development process to keep skills and knowledge up-to-date and relevant to the role. * **Providing guidance and mentorship** to members of the Platform Services and Support Team to foster professional growth and knowledge sharing * **Managing the release management process** to ensure smooth and efficient deployment of new software and updates * **Building and maintaining a first-class environment** to deliver an exceptional user experience * **Playing an active role in the transformation and support** of IT platforms to meet evolving business needs * **Ensuring the maintenance and up-to-date status** of On-premise and Azure Active Directory to support seamless operations |

The following sections consist mainly of a series of questions related to specific skills/job requirements. You should focus on the role rather than the individual when considering the most appropriate answer and should base the response on what you consider to be the normal features of the job which are typical of the job and its usual working conditions over the year.

|  |
| --- |
| **SKILLS & JOB REQUIREMENTS (Please complete where applicable)** |
| **Strategic Responsibility**  The role of a Platform Services Engineer involves making decisions within broad business guidelines and often in situations where there are few or no policies available. They are tasked with making strategic decisions that impact the design, implementation, and maintenance of the platform services, which are critical to the organization’s IT infrastructure and overall business operations. Their decisions can significantly influence the efficiency, reliability, and scalability of the services provided. |
| **Problem solving**  The Platform Services Engineer role requires the ability to evaluate multiple sources of information in complex or novel situations. On a daily basis, they resolve problems by using a combination of technical expertise, analytical thinking, and innovative problem-solving skills. They must assess the situation, consider various factors, and apply their knowledge to develop effective solutions that ensure the stability and performance of the platform services. Their problem-solving approach is systematic and often involves collaboration with other teams to address issues that impact the organization’s IT infrastructure. |
| **Decision Making**  The role of a Platform Services Engineer requires making decisions within broad business guidelines and often in situations where there are few or no established policies. They are responsible for the ongoing development and support of IT infrastructure services, which includes deploying innovative solutions and ensuring the maintenance, support, and enhancement of both existing on-premise and evolving cloud infrastructures. Their decisions significantly impact the organization’s IT capabilities and business operations |
| **Communication**  The Platform Services Engineer should possess advanced communication skills, including the ability to effectively exchange factual information, and the capacity to influence and negotiate. These skills are essential for collaborating with various stakeholders, advocating for technical solutions, and ensuring alignment with the organization’s strategic objectives. The role demands clear and concise communication to facilitate decision-making processes and manage expectations across different teams within the company |
| **Innovation**  The Platform Services Engineer significantly contributes to and manages change by continuously searching for improvements in techniques that add value to the business. They have full responsibility and accountability for developing and adapting new or existing processes to increase quality and efficiency, ensuring the IT infrastructure aligns with the evolving needs of the organization and its strategic goals. Their role is crucial in suggesting and implementing changes that enhance the platform services and support the company’s growth and innovation. |

|  |  |
| --- | --- |
| JOB SPECIFICATION | |
| 1. Professional Qualification(s) | Industry Professional Level Certifications (examples below)  Microsoft 365 Certified: Administrator Expert Cisco CCNA/CCNP PCNSA: Palo Alto Networks Certified Network Security Administrator |
| 1. Knowledge | Knowledge: In-depth knowledge of both on-premise and cloud infrastructure is essential, including an understanding of systems and services and their impact on the business |
| 1. Skills/Ability | Skills/Ability: Strong skills in building, supporting, and maintaining IT infrastructure are necessary, along with the ability to troubleshoot and resolve issues effectively |