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| **Role Title:** | IT Platform Engineer | **Responsible to:** | Senior IT Platform Manager |
| **Division:** | Member Experience, Digital and Data (MEDD) | **Department:** | I&O |
| **Direct reports:** | Direct Reports:   * N/A | **Scope:** | Provisioning and operating platform capabilities optimising the deployment and development of IT services |
| **Scale:** | People: 0  Budget: 0  Income: 0 |
| **Regulated Function:** | No |
| **Evaluation Level:** | **Implement 2** | **Role Family:** | Digital, Data & Change |

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| **Role Purpose** |
| The IT Platform Engineer will be responsible for designing, building, and maintaining the infrastructure and platforms that support our organisations applications and services. This role ensures that our systems are scalable, secure, and optimized for performance, enabling seamless business operations.  Key to the roles success is designing, build, and maintain an internal developer platform (IDP) that helps software delivery systems run smoothly. The IDP will also collaborate with software engineering, DevOps, and IT teams to integrate and optimize platform solutions whilst ensuring infrastructure reliability, security and scalability to meet the needs of the organisation and its performance metrics. |

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| **Accountabilities (RACI)** | **Measures of Success/KPI’s** | |
| **Operational**   * Develop and automate deployment pipelines & API’s to streamline application delivery. * Monitor platform health and ensure high availability, performance, and scalability. * Automate repetitive tasks to improve system reliability and engineer productivity (Incident, Problem, Change & Release). * Provide support for incident resolution and platform-related issues. * Analyse system performance metrics and fine-tune platforms to meet operational requirements. * Use infrastructure platforms to reduce technical (infrastructure) debt, simplify and automate IT infrastructure, whether it is in the cloud, on-premises or edge. * Sustain (SLI) and Service Level Objectives (SLO) and generate the actions needed improve the service and processes. * Embed into platform engineering the need to ensure resilience, sustainability, continuity, recovery and broader security needs to chosen standards and controls * Develop and maintain documentation for platforms, processes, and best practices. | * Corporate Strategic priorities Vs plan * Division Plan delivery Vs plan * Delivery of projects to plan * Stakeholder Feedback * Platform Team metric adherence to availability, capacity & performance | |
| **Financial**   * Understand and controlling platform compute run and license costs * Identify & implement cost optimization opportunities across the IT estate * . | * Operational budget Vs Plan * Project Quotes v actual cost at end of project | |
| **Member**   * Technology Innovations: Plan for innovations and trends that will change how I&O operates across data centre, cloud and edge locations. * Apply observability tools and diagnostic techniques to improve system observability and insights with a Member experience centric mindset | * Net promoter score * Member feedback * Member Experience Scores | |
| **People**   * Promote DevOps and agile ways of working ensuring they are established, and well understood, among the team and wider communities * Communicating how platform initiatives support larger IT goals incorporating business priorities whilst defining a clear set of steps to advance the people and organization’s platform maturity * Collaborate with all IT colleagues to ensure the infrastructure is reliable, scalable, and can handle the needs of the applications. * Build strong ties with key stakeholders to ensure that other infrastructure colleagues, the application development community and internal/external partners within business units recognize and understand the value of the platform team | * MEDD Engagement Index Vs MPS * MEDD Leadership Index Vs MPS * MEDD Inclusion Index vs MPS * Strong Talent and Succession Plan * HR Metrics – attrition, absence | |
| **Risk**   * Implement and enforce security best practices across platforms. * Conduct regular audits to ensure compliance with organizational and regulatory standards | * Risk & Control Self- Assessments * Audit Actions * Improved awareness and understanding of risk management * Risk reporting is accurate * Business areas risks being actively reviewed and challenged * Adherence to the MPS Currency policy | |
| **Responsibilities (RACI)** | |
| * Create and maintain IDPs. Platform engineers build and maintain IDPs that provide an integrated environment for developers to build, test, and iterate on changes. * Improve developer productivity. Platform engineers implement reusable tools and self-service capabilities to improve the developer experience. * Ensure infrastructure reliability. Platform engineers collaborate with developers and senior management to ensure the infrastructure is reliable, scalable, and can handle the needs of the applications * Track and manage reliability performance against agreed SLOs, in partnership with IT monitoring teams or other stakeholders, and ensure systems continue to meet SLOs over time * Provide expert knowledge on reliability approaches, to ensure our organisation achieves its goals and roadmap for reliability. * Participate in system design, platform management, capacity planning with project teams and platform architecture discussions. Ensure all operational requirements including availability, performance and disaster recovery are met. * Advocate best practices (unit/automation testing, code reviews, code quality, etc.) Engage with other teams to make integrations simpler to deploy and operate * Simplify the complexities of modern software delivery, enhancing developer productivity, and aligning development practices with business objectives. * Participate in operations support and on-call rotation shifts, for supported systems and products. * Participate in problem management activities, including blameless post-mortem incident analysis, and provision of technical insight, documented findings, outcomes and recommendations as part of a root cause analysis to troubleshoot priority incidents. * Align the platform's development and control with the organisations standards and objectives. * Make certain that the platform allows the integration and interoperability of different services and permits the enterprise to scale correctly * Collaborate intently with engineering, TMO & delivery teams. Successful platform management is based on high performing teamwork. * Understand the requirement of both internal and external customers ensuring that the platform aligns for its success. * Within the platform layer (IDP), build workflows to enable self-service infrastructure capabilities. * Manage a tool set that aids orchestration, automation and observability of the platforms * Report on the platforms targeted SLO’s & SLI’s and other material indicators the customers are receiving the right level of agreed experiences. * Foster a positive work environment that encourages collaboration, innovation, and high performance * Undertaking other duties and tasks that from time to time may be allocated to the role holder that are appropriate to the level or role. | |

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| **Key Governance Responsibilities** |
| * Lead regular service reviews with internal and external customers * Own key platform & vendor risks |

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| **Leadership Behaviours** | **Level** |
| Fresh Thinking | Leading Self |
| Building Capability in Self and Others | Leading Self |
| Influencing Others | Leading Self |
| Collaborating for Results | Leading Self |
| Leading Self and Others | Leading Self |
| Commercial and Risk Thinking | Leading Self |

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|  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential** | * knowledge of platform & IT management practices and certifications (ITIL, Agile, DevOps, SRE). * Knowledge of platform tooling and practices (IaC. API’s, Self-service portals, Digital experiencing monitoring * Knowledge of service-level objectives (SLOs), service-level indicators (SLIs) and error budget setting, governance and management. | * Proficiency with cloud platforms * Agile and Iterative Approach with Cross-Functional Collaboration * Strong knowledge of scripting and programming languages (IaC APIM etc) * Familiarity with CI/CD pipelines and tools | * Familiarity or experience with Agile/DevOps/DevSecOps and platform engineering. * Experience with monitoring & Observability tools |
| **Desirable** | * Bachelor's degree or Certified Professional in Technology/Software Engineering * Agile or Scrum certifications | * Excellent problem-solving skills in complex vendor and internal customer environments. Looks to resolve the root cause, not just the specific problem. * Expertise of Infrastructure-as-code approaches, role-specific automation tools and associated programming languages | * Experience of digital transformation journeys. |