

Site Reliability Engineer

Technology Operations

Role Description and Recruitment Pack



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Role overview

Title:	Site Reliability Engineer
Hours:	Full time (35 hours per week). There is some flexibility on this - we would consider 4 days (28 hours) for the right candidate.
Contract:	Permanent
Location:	1 Lamb's Passage, London, EC1Y 8AB <i>There is flexibility to work from home, with approximately 25% of your time spent in the London office.</i>
Reports to:	Head of Environments, Platforms and IT Security
Salary:	£50k - £55k p.a. depending on skills and experience, with funding available for formal learning and development.
Closing Date:	<i>Applications will be assessed when they are received, so early application is encouraged.</i>

Why this position is important to us

This role forms part of the Technology Operations team – a team which is critical to Stewardship. This team has responsibility for ensuring that customer facing technology works well and is secure, enterprise applications hosted on Azure and in our co-location datacentre are up to date and fit-for purpose, and looking to the future through innovation and improving ways of working.

Our technology capability has undergone a remarkable change in the last few years with transformation involving End User Computing embracing Office 365 and our hosting and development tools moving into Microsoft Azure. The digital mindset has also evolved with transformation of the customer engagement and development research methods, areas that have exposed a gap in the people we need to make sure these services run well, continue to meet customer expectations and improve to meet future demand.

This is an exciting time to join Stewardship, as we move forward with implementing our new strategy. This role will provide capacity for the team to support project delivery which will move the organisation forward.

The impact you will have in this role

It is difficult to overemphasize the impact of this role! Our technology operations are critical to the smooth running of Stewardship. Robust and reliable technology infrastructure provides the foundation on which we build and grow. As we implement our new strategy, this role will support the Head of Environments, Platforms and IT Security to ensure that our technology infrastructure is reliable, safe and future-proofed. As required, the role holder will also support project implementation within the Technology Operations remit, having a direct impact in moving us forward in realising our vision and mission.

Welcome to Stewardship

Stewardship serves Christian donors, workers, charities and churches in the UK and beyond called to faithfully steward their personal, professional or ministry resources for God's glory.

Founded over a century ago by a small group of Christians who partnered to facilitate financial support for Christian ministries, today we help over 30,000 people experience the joy of generosity, giving more than £100 million each year in support of over 6,000 charities, 4,000 churches and 2,000 Christian workers.

Our vision, mission and values

Our vision is to a thriving Kingdom economy where God's people steward resources generously to advance the Gospel. We help Christians be the best stewards of the resources God gives them.

Our four core values underpin all the work we do at Stewardship:



To find out more about Stewardship, [please view our short video clip](#)

Job detail

Overview

We're looking for a Site Reliability Engineer with drive, intellectual curiosity and technical capability to join our small but dynamic Technology team.

The role will work in both our Azure Native environment and co-location data centre. A significant proportion of our line of business applications remain hosted on Hyper-V based Private Cloud and will need to be "fed and watered" until they are moved to new platforms or technologies, a task that this role will assist with. These migrations offer the role holder learning and development opportunities.

Our Azure environment is almost exclusively "Azure native" primarily hosting our Digital Product using technologies including Azure App Services, Azure SQL, Application Insights, Sentinel, Log Analytics, Azure Data Factory, with "as code" Bicep pipelines tied to Azure DevOps.

Our End User Computing environment is increasingly moving across to Microsoft 365 where E5 licences offer a broad range of applications and security features.

Main responsibilities

Main responsibilities and duties include, but not limited to:

- Maintain the operations of physical, virtual and cloud systems to ensure availability, reliability and integrity are maintained.
- Implement infrastructure, configuration, and network as code for reliable, consistent, repeatable deployments.
- Improve the operations of the Azure environment and broader platform services, operating systems and servers, networks and security technologies.
- Collaborate with other teams to ensure the smooth operation of our Digital Product
- Troubleshoot and resolve complex IT issues via phone, web, and in-person.
- Collaborate with technical experts, stakeholders, and other team members to resolve assigned incidents against the SLA and preventing reoccurrence.
- Promote a culture of learning, proactively learning about and training other staff members on new product and service technologies.
- Other duties as directed by your line manager or other senior member of the Technology Team.

It's all about you...

We recognise that to be great at your role, there are certain characteristics that are important and others that enable a good fit within our existing team and culture.

We know this is a broad role and whilst you might not meet all the specified criteria below, if you have a good level of fit and feel called to apply, we encourage you to do so. Alternatively, please get in touch for an informal conversation. Formal learning and development plans will be in place for this role.

- Ideally, you have 3+ years of experience working in a similar role.
- You are proficient in reliability, scalability, performance, security, toil reduction, and other site reliability best practices.
- You have previous or current experience working with Azure (or another cloud platform, such as AWS).
- You have a deep understanding of security principles and how to keep large operational services secure.
- You have a strong understanding of DevOps/DevSecOps, including experience of Infrastructure as Code and CI/CD pipelines, such as Azure DevOps.
- You have experience working with Windows Servers, SQL databases and Networking infrastructure (Routing/Switching, VLANs, Firewalls, and Load Balancers).
- You are familiar with Agile project management practices.
- You have experience in proactively monitoring live services, troubleshooting issues and implementing service improvements.
- You understand the importance of adherence to Payment Card Industry (PCI-DSS) requirements.
- You are comfortable setting up component logging and configuring monitoring tools and providing on-call support, escalation/paging and managing incidents.
- You are comfortable being both self-sufficient and able to take your own initiative as well as being a team player and you are able to work effectively as part of a hybrid team.
- You demonstrate a passion to continue to learn and develop your engineering skills.
- You have strong verbal and written communication skills and be able to communicate clearly, effectively and appropriately, depending on your audience.
- You will be a practicing Christian and be able to clearly demonstrate a personal commitment to the mission, principles, values and practices contained in our Ethos Statement. You should also be able to demonstrate enthusiasm for the Christian purposes of the organisation and a readiness to support and contribute to its ethos.

Desired skills and experience

Skills and experience	Essential	Desirable
You will meet our Occupational Requirement to be a practicing Christian as an active member of a local church and be able to clearly demonstrate a personal commitment to the mission, principles, values and practices contained in our Ethos Statement.	✓	
Have the Right to Work in the UK (we do not offer sponsorship arrangements).	✓	
You have demonstrable experience of working in a similar role, preferably for 3+ years.	✓	
You are proficient in reliability, scalability, performance, security, toil reduction, and other site reliability best practices	✓	
You have a deep understanding of security principles and how to keep large operational services secure.		✓
You have experience working with Windows Servers, SQL databases and Networking infrastructure (Routing/Switching, VLANs, Firewalls, and Load Balancers).	✓	
You have a strong knowledge of core Azure technology, including cloud and physical networking and security.	✓	
You have some understanding of data and databases and may have worked with Azure Data Factory or other orchestration technologies.		✓
You have familiarity with ITILv3 or other related service delivery frameworks		✓
You will demonstrate the ability to troubleshoot problems through to logical conclusions and confidently implement these as solutions.	✓	
You possess strong analytical skills that allow you to find root causes of problems and quickly determine efficient solutions.	✓	
You understand DevOps concepts and the impact that Agile methodologies are having on Digital Product.		✓
You are able to collaborate and work effectively within a small immediate team and across the organisation, within a hybrid working environment.	✓	
You possess strong communication skills, both oral and written, and be able to communicate clearly and effectively.	✓	

Working for us

Q. What are the usual working hours?

A. Stewardship's normal office hours are 9am to 5pm, Monday to Friday. Due to the nature of this role, you will be required to work flexibly with some out of hours work (evenings and weekends) in accordance with the needs of the organisation; where this is necessary, time off in lieu or overtime payments will be available. If you have any questions on this, please do contact us for more information.

Q. How much Annual Leave do you offer?

A. All full-time employees receive 27 days Annual Leave, plus 8 days bank holiday leave.

Q. What are the pension arrangements?

A. Stewardship offers a generous pension contribution; the equivalent of 10% of your gross annual salary into a group personal pension scheme (applicable after 3 months service). A salary sacrifice scheme for personal contributions is also available.

Q. Is it possible to work from home?

A. Yes, we are happy to offer flexibility and you'd need to be able to work in our London office for around 25% of your time as required by the role.

Q. What staff benefits do you offer?

A. Once probation has been passed, there are number of benefits available to staff:

- Subsidised exercise membership (up to £50 per month)
 - Hybrid and flexible working options
 - Contribution to your charitable giving account (matched giving up to £50 per month)
 - Generous leave allowances
 - Long service awards
 - Participation in the Cycle to Work Scheme
 - Death in Service benefit (4x annual salary)
 - Option to join a Health Cash Plan
 - Interest-free season ticket loan
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How to apply



Occupational Requirement (OR)

As a result of our Christian ethos, this post is covered by an Occupational Requirement (OR) under Part 1 of Schedule 9 to the Equality Act 2010. The successful applicant will be expected to be a practising Christian and to clearly demonstrate a personal commitment to the mission, principles, values and practices contained in our Ethos Statement, by:

- Active membership of local church congregation.
- An understanding of the faith aspects of the work of Christian charities, including the preparedness to pray with colleagues, where appropriate.



Contact us

For any questions or to arrange an informal conversation about this role, please contact Joan Gray, our People, Culture & Place Administrator, on:

Telephone: 020 8502 5600 extension 307

Email: careers@stewardship.org.uk



How to apply for this position

You can apply online for this role at www.stewardship.org.uk/about-us/careers

Please remember to also upload a copy of your C.V. along with a covering letter that demonstrates what you would bring to this role, to Stewardship and how you fulfil the Occupational Requirement.