



# CLOUD SYSTEMS ENGINEER

**Location:** Nottingham Office

**Reporting to:** IT Operations Team Lead

## THE COMPANY

Multi award winning Peppermint Technology provides a game changing business technology Platform for the legal sector that hosts an array of business applications. The Platform is a SaaS offering which is built and certified on the Microsoft Dynamics platform.

We hire people who want much more than a job. The team at Peppermint is united in changing the status quo of an industry and this takes great talent, passion and commitment. We are looking for likeminded people to join the team as we aim to become the leading legal software company.

### **What's important to us**

*Customer Success:* We put our customers and their success at the heart of everything we do

*Time:* We make good use of our time, make time for others, deliver on time, all of the time

*Quality:* We are experts and the best at what we do. We consistently deliver high quality outcomes

*Together:* We create opportunities together, find solutions together and win together

*Positive:* We have a positive attitude and believe in the possible

## ROLE SUMMARY

This is a unique opportunity to join the IT Operations Team for one of the fastest growing UK SaaS companies. The role provides the opportunity to influence the strategic direction of our product and IT Operations offering, as well as ensuring efficient delivery of day to day IT Operations.



# RESPONSIBILITIES AND DUTIES

- Acting as escalation to the Customer Support team with incident/problem diagnosis and rectification
- Delivering/managing planned change requests and maintenance activities on the hosted infrastructure
- Performing customer deployment activities
- Producing and maintaining documentation on infrastructure requirements for Peppermint Platform including Hardware and Software (Systems Software) Bills of Materials
- Building and managing key strategic relationships with our third-party service, hosting and product partners and providers; working with them both on technical product integration matters and cloud service delivery enhancement.
- Delivering system design oversight for customers and partners deploying Peppermint software in a cloud environment
- Management of on-premise clients where Peppermint IT Operations provides support and maintenance.
- Providing input into commercial and technical documents; building and developing the solution business case, ROI and TCO models for the Peppermint Platform
- Promoting and maximising the IT Operations offering to our existing customers and new prospective customers
- Providing pre and post sales infrastructure design and technical implementation guidance
- Contributing to a continual improvement programme of the Peppermint product and service enhancements
- Activities will be a mixed blend of Project work for in-flight customers and BAU activity for live customers

# KEY RELATIONSHIPS

- IT Operations and Internal IT team
- Customer Success Team
- Hosting, Product Integration and Infrastructure Partners
- Customers, Partners and Prospects
- Customer Support Team
- Product and Development Teams
- Sales
- Professional Services



# EXPERIENCE

## Essential:

- experience of managing complex IT infrastructure environments to defined SLAs based on Microsoft technologies
- experience of providing customer-facing consultancy
- experience of managing, deploying and optimising a multi-tenant cloud environment
- demonstrate effective documentation of complex design and architecture (examples to be provided)
- excellent working knowledge of designing and managing enterprise-grade infrastructure components
- excellent working knowledge of designing and managing enterprise-grade high availability solutions such as Windows failover clustering, Windows NLB, SQL Server mirroring / Always On Availability groups etc.
- excellent working knowledge of enterprise monitoring tools such as SCOM 2016, Azure Application Insights, Red Gate etc.
- working knowledge of managing, documenting and implementing technical product integrations of 3<sup>rd</sup> party applications
- managing and driving change to hosting provision

## Technical skills to include:

- Windows Server administration
- Advanced Windows OS Troubleshooting
- Sharepoint Administration
- Virtualisation Environments
- Monitoring Tools
- Active Directory Federation Services
- Load Balancing Technologies
- Internet Information Services (IIS)
- High Availability and Disaster Recovery

## Desirable:

- experience in Microsoft technologies including Dynamics CRM and Azure Cloud Services

# COMPETENCIES

- excellent trouble shooting skills, with ability to think laterally when diagnosing complex issues
- excellent communicator, both at technical and non-technical levels.
- proven experience building effective working relationships with internal teams and customers
- experience working with 3<sup>rd</sup> party suppliers
- proven ability in professionally managing expectations both internally and externally with our clients



- proven ability to enhance service reputation with customers, vendors and internal teams
- strong customer management, communication and negotiation skills
- flexible in responding to customer requirements which may mean working outside standard hours on occasion

## CONTACT

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