

Platform Team Manager / Technical Lead

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Our organisation

Atradius provides trade credit insurance, surety and collections services worldwide through a strategic presence in 50 countries. Atradius has access to credit information on 200 million companies worldwide. Its credit insurance, bonding and collections products help protect companies throughout the world from payment risks associated with selling products and services on trade credit. Atradius forms part of Grupo Catalana Occidente, one of the leading insurers in Spain and worldwide in credit insurance.

Unit / Team

The CTO function is part of Information Technology Services and provides infrastructure, security, technical services, service management and support services for the Atradius group and its customers.

Within the CTO the **Platform team** is responsible for the delivery and management of the underlying infrastructure components that support all our key applications and systems.

This role would suit either an experienced manager used to managing and leading highly technical teams in the infrastructure area or a Technical Lead ready to expand and grow their leadership and management skills..

Job description

The Platform Manager role is responsible for

Technology Direction. Making sure coherent plans and roadmaps are in place for all technologies within scope and that we fully exploit the capabilities and functionalities of the technologies to gain maximum value.

Technical Team Management. All aspects of people management for a high technical team including leading the technical discussion, setting the goals, targets and, performance criteria for the team and developing their technical and delivery capabilities.

Technical Operational Management. Ensure all systems are fully covered for operational support meeting Incident and Change SLAs, logging and monitoring, backup and recovery, operational reporting, 24x7 on-call support, operational documentation and security compliance. We work within a formal ITIL framework and the Platform Manager is expected to fully manage and support this way of working.

Project Support. Provide and manage a technical delivery capability to support both IT and Business based projects using both internal and 3rd party resources.

Supplier Management. Manage 3rd party suppliers for day to day technical service provision across our on-premise, cloud and SaaS based services

Budget Management. Manage the budget allocation, and ordering process to ensure all financials obligation are covered for the systems supported

The Platform manager is expected to build strong relationships across the other departments and teams of both the CTO and CIO organizations.

Technology Scope

The key technology areas supported and managed by the role include as a minimum:

- Server and storage hardware and operating systems both on-premise and Cloud (Linux, AIX, Windows)
- Citrix environments
- Virtualisation technologies (VMware)
- Container technology platforms including Openshift.
- Backup, recovery and archiving technologies.
- Logging and monitoring including supporting Elastic environments.
- Automation and Infrastructure as code
- Replication technologies both locally and across sites globally

We work in a hybrid model and these technology areas will span both on-premise and cloud environments.

Responsibilities

- Leading the Platform team
- Developing Technology roadmaps.
- Managing the design, implementation, integration, maintenance, upgrade, and patching across all technologies in scope
- Backup, data protection, archiving and disaster recovery support, with regular recovery

testing to prove compliance

- Responding to Requests, Changes and Incidents logged in our service management system and resolving these within SLA
- Ensure all operational and supporting documentation is produced and regularly maintained
- Continuously identify opportunities for service improvements, automating wherever possible.
- Ensure all infrastructure remains fully supportable with appropriate plans and technologies in place to facilitate this.
- Prepare appropriate regular operational reports on the status and capacity of the infrastructure.
- Ensure all systems adhere to Atradius IT Security policies!
- Work with the Project Management office to ensure accurate reporting and delivery timescales on infrastructure projects.
- Ensure that all audit and compliance requirements are fully met.

Key Job requirements

- Degree level education or relevant work experience
- Experience of working in a global commercial enterprise level organisation
- Experience of working in a 24x7 operational environment
- Proven experience in managing highly technical teams
- A high level of practical experience in managing the key technologies used in Platform area.
- ITIL certification or relevant experience
- Excellent communication and negotiation skills and experience of conflict management and resolution
- Good spoken and written English

Competencies

- Have vision and motivation to provide excellent customer service and relationships.
- Be challenged to work in a dynamic, international, and demanding environment.
- Be willing and able to learn skills and use new tools and methods.
- Demonstrate tactical and strategic thinking for improving IT services.
- Be capable of working both independently and in a team.
- Be eager, a hard worker, proud to deliver professional quality results
- Be creative yet responsible – a problem solver and enabler.
- Have the ability to meet deadlines under pressure.

What do we offer?

- A dynamic, international and challenging work environment
- Training and support to reach your full potential including the opportunity for continuous professional development
- Attractive terms and conditions, including competitive salary, pension package and a range of flexible benefits and rewards
- Challenging tasks with individual development and training opportunities

Equal opportunities for all

The success of our organisation stands with the quality of our people and the ideas they have. Insights and innovative solutions for our customers are the result of an interplay of cultures, knowledge and experience. That is why diversity is extremely important to Atradius. To ensure that all colleagues within Atradius can develop their qualities, we promote an inclusive culture in which everyone feels involved and valued. We encourage and welcome everyone to apply to our positions.

I am Atradius! - Do you want to know who we are?

Get to know Atradius colleagues in this video:

<https://www.youtube.com/watch?v=NnsgT04OpTU&t=4s>

Atradius is a global provider of credit insurance, bond and surety, collections and information services, with a strategic presence in over 50 countries. The products offered by Atradius protect companies around the world against the default risks associated with selling goods and services on credit. Atradius is a member of Grupo Catalana Occidente (GCO.MC), one of the largest insurers in Spain and one of the largest credit insurers in the world.

You can find further information on our website: <https://group.atradius.com>