

Job Title	Technical Operations - Automation
Department	IT
Reports to	Lead Cloud Infrastructure Architect
Grade	Technical Tier 1
Purpose & Overview	<p>Wales & West Utilities (WWU) is seeking a highly skilled and self-motivated Automation specialist within the expanding Technical Operations team. This role will focus on the design, development and maintenance of automation tooling across our environment. The tooling will cover everything from tools for our support partners to utilise when performing certain actions, to scripts for the Technical Operations team to use for the deployment and maintenance of the environment.</p> <p>As part of a newly expanding operations team, this position provides an opportunity to play a key role in ensuring the smooth operation of IT services in a business that provides Critical National Infrastructure (CNI) (NB: This role will be involved with both the Business and CNI environments at WWU). If you are enthusiastic about writing code to automate tasks, address complex IT challenges and wanting to learn something new every day, this role is an ideal fit.</p>
Key Accountabilities	<p>Day-to-Day Operations: Design and deliver the automation of our servers, storage, networks, monitoring systems and security posture. Many of the activities will utilise PowerShell, but some activities will involve other languages such as Terraform, Python, Perl, and Bash. The scope will include creating tooling for support staff to interact with as well as scripts for other technical operations staff to utilise.</p> <p>Proactive Issue Identification: Assist in identifying where scripts or tooling can be created to help with remediating technical issues proactively, focusing on minimising service disruptions and ensuring high service availability.</p> <p>Secure Solution Delivery: Support the delivery and maintenance of secure solutions within a highly regulated and critical infrastructure environment, ensuring compliance with security standards.</p> <p>Incident Response Contribution: Contribute to incident response efforts by identifying recurring incidents that can be addressed with appropriate tooling in place.</p> <p>Service Resilience and Cost Optimisation: Assist in optimising service resilience and minimising cloud service costs by monitoring, automating, and optimising resources.</p> <p>Continuous Improvement: Participate in continuous improvement initiatives, identifying opportunities to enhance operational efficiency and service delivery.</p> <p>Documentation Maintenance: Ensure accurate and up-to-date documentation of the tooling created</p>

Technical Know-How & Skills	<p>Problem Solving & Analytical Skills: Strong analytical skills with the ability to resolve complex technical issues across a variety of environments, ensuring minimal disruption to services.</p> <p>Work Experience: Proven in-depth experience with creating automation tooling for Windows Operating Systems, Unix/Linux systems, Active Directory, Entra ID, Microsoft 365, and related technologies.</p> <p>Cloud & Azure Expertise: Proven experience working with Azure cloud platform using Terraform</p> <p>Networking Knowledge: Solid working knowledge of networking concepts such as TCP/IP, DNS, DHCP, VPNs, and VLANs.</p> <p>Automation Proficiency: Proven in-depth experience of automation tooling (e.g., PowerShell, Azure Automation, Power Platform, REST APIs) to streamline operational tasks, enhance efficiency, and maintain consistency in system management.</p> <p>Technical Documentation: Ability to write clear, detailed, and comprehensive technical documentation, including system configurations, processes, and troubleshooting guides.</p>
Qualifications Required	<p>Proven experience in Technical Operations or a related IT role, demonstrating expertise in system administration and infrastructure support</p> <p>Proven experience with PowerShell scripting, Git, Terraform, and Azure is a must</p> <p>Experience with GitHub or Azure DevOps is highly desirable</p> <p>Experience with other scripting languages (i.e. Python, Perl and Bash scripting) is highly desirable</p> <p>Experience with Pester is highly desirable</p> <p>Experience with Intune is highly desirable</p> <p>Willingness to be able to work outside normal business hours from time to time, to support changes</p>
Job Dimensions	<p>The successful candidate will report directly to the Lead Cloud Infrastructure Architect.</p>
Main Interfaces	<p>Lead Cloud/Infrastructure Architect, Head of Service, Cyber Security Team, WWU Service Teams (both internal and external), Strategy & Architecture Team, Projects Managers, WWU Senior Managers, End Users, Partners, Colleagues and Suppliers.</p>