

---

Job Title: Platform Engineer  
CFBU/Function: IT  
Dimensions of the Job: No direct reports  
Reports to: Head of Solution Delivery  
Location: Runcorn

---

**Job Summary:** The Platform Engineers role is to provide automation, tooling and cloud infrastructure capabilities for digital delivery teams.

This is a hands-on role, that will carry out a wide range of activities, from actively building and maintaining platform infrastructure, developing our technical standards and ways of working, through to coaching other engineers and engaging with non-technical people at all levels of seniority.

The role will operate in a Dev Ops environment which will also provide support for the relevant applications and platforms as required .

---

**Responsibilities :**

- Build, maintain & support infrastructure for high-volume, high-performance, high-availability applications and platforms.
- Development and implementation of technical standards and ways of working. Ensuring that technical standards are being followed by colleagues and third-party suppliers.
- Effective delivery of projects and activities. Escalation and management of delivery challenges.
- Provide architectural guidance, direction and consultation. Lead on technology design decisions.
- Train , mentor and coach colleagues in their roles.
- Drive continuous improvement in the performance and resilience of our live services.
- Support the recruitment process for engineering.
- Understand and manage cost drivers, especially for cloud platforms and tooling.
- Create and maintain solution/technical design documentation .
- Support technology innovation.
- Motivated to continuously improve and achieve excellence.
- Promotes diversity, team spirit and a sense of mutual responsibility to deliver customer excellence.

---

---

**Key Experience,  
Knowledge, Skills &  
Qualifications:**

**Key Experience**

- Demonstrable working experience developing and maintaining cloud based infrastructure for high-volume, high-performance, high-availability distributed systems.
- Demonstrably experienced and capable 'Infrastructure as Code' practitioner. Significant working experience with Continuous Configuration Automation tooling .
- Demonstrably experienced and capable Continuous Delivery practitioner. Significant working experience with CI/CD tooling and practices.
- Considerable working experience with cloud infrastructure security best practices and the application of them.
- Experienced maintaining, implementing and supporting monitoring, alerting and 24/7 Support.
- Experienced leading significant projects.
- Indicative Experience:
  - 4+ years' experience in a hands on platform engineering role.
  - 3+ years' experience in an Agile/DevOps environment.

**Knowledge and Skills**

**Essential**

- A breadth of knowledge and experience across AWS services such as EC2, IAM, ECR, NLB, Fargate, API Gateway, Aurora PostgreSQL, DynamoDB, CloudWatch.
- Good understanding of full web technology stack (Network, TCP/IP, DNS, Routing, HTTP/S).
- Strong skills & experience with Unix/Linux environments.
- Experienced with scripting languages/tools such as Bash, Ruby, Python.
- Continuous Configuration Automation tooling such as Puppet, Chef, Ansible , Terraform.
- CI/CD tooling and such as Jenkins, TeamCity.
- Containerisation and tools such as Docker and Kubernetes.

**Desirable**

---

- 
- Knowledge and experience of core Azure services.
  - Supporting website builds using CMS such as Contentful or Drupal and site generation tools such as Gatsby.
  - E-commerce platforms such as Magento.

**Qualifications**

- Degree in Computer Science or Engineering or equivalent experience.
- AWS/Azure certification is a plus.

---

**Key Interfaces:**

External – IT / Digital suppliers and providers .

Internal – Wider IT and Digital Teams including Product Management and Marketing.

---

### Drive Business Performance & Value Creation

*Creates value through economic action and establishes meaningful changes*

- has a profound and comprehensive knowledge of the target market and the business
- continuously develops the business and his/her performance
- realizes goals while considering costs, benefits and risks (goal and result orientation)
- shows commitment in achieving goals, even under difficulties
- searches for permanent solutions and takes responsibility for the results (solution orientation)
- has the ability and flexibility to recognize and promote business opportunities and need for change (Change Management)
- thinks and plans ahead in order to achieve long-term results-oriented growth of the PHOENIX group
- maximises efficiency and effectiveness
- realizes set objectives at due date, quickly delivers results

### Dedicate Yourself to Customer Needs

*Bases his/her behaviour on internal/external customer benefit and thus supports business success*

- focuses on customer excellence, puts him-/herself in the position of the customer
- thinks the process back from the perspective of the customer
- gives priority to customer needs
- reacts quickly and appropriately to customer needs
- incorporates feedback in his/her decision-making processes
- aims at exceeding customer expectations
- actively contributes to build long-term and mutually beneficial customer relationships
- creates mutual trust by being reliable and fulfilling expectations
- meets the customer with respect and fairness
- anticipates customer needs and proactively develops solutions
  - encourages innovation and improvement



### Strive for Quality Excellence

*Acts quality-conscious and continuously improves work Results*

- has profound knowledge of his/ her own area of responsibility
- acts responsibly and ensures his/her own quality of work
- demands a high standard of quality of him-/herself and others
- supports a quality which prevents rework and waste (cost awareness)
- works accurately and in compliance with guidelines and best practices (high level of detail)
- learns from mistakes and avoids them in the future
- aims to continuously improve workflow, procedures and products (process improvement)
- continuously improves the performance levels of her/his organization, corrects insufficient work results
- openly addresses problems and develops (in dialogue with colleagues/ supervisor) appropriate solutions
- is strong in implementation and assertive

### Lead and Engage

*Achieves high performance levels through clear and open communication and an inspirational and appreciative interaction with others*

- motivates him-/herself and others to excellence and continuous improvement
- communicates in a timely and precise way and encourages two way communication
- creates an appropriate framework where employees develop their full capability
- promotes team spirit and creates a sense of responsibility for mutual goals
- determines the direction of the team and ensures that goals and responsibilities within the team are clearly defined and monitored regularly
- actively promotes an organisation of diversity and cooperation (employee involvement)
- identifies and discusses emerging conflicts and supports to solve them
- acts in his/her function as a role model and conducts him-/herself with integrity and credibility
- makes quick and clear decisions, is decisive
- is honest, loyal and behaves in a responsible and respectful way (sense of responsibility)
- suits his/her actions to his/her words (walk the talk)
- embodies the values of the PHOENIX mission statement

*PHOENIX Medical Supplies will be recognised as a provider of top class business relevant solutions to the UK healthcare industry, operating with honesty and integrity to show leadership in partnership*

