



JOB DESCRIPTION

Title: Senior Technology Operations Engineer

Reports to: Technology Operations Manager

Position Overview

Working across the RBO Group:

We are seeking a highly skilled and experienced Senior Technology Operations Engineer to lead and support the delivery of reliable, secure, and resilient IT operations. In this elevated role, the engineer will act as a senior escalation point for complex incidents, drive service improvement initiatives, mentor junior team members, and contribute to technology strategy across the organisation.

The successful candidate will bring deep technical expertise, operational discipline, and a proactive mindset. You will play a key role in ensuring the stability and continuous improvement of core IT services that support day-to-day business operations, including retail, front-of-house, and back-office systems.

Main Responsibilities

Working to the priorities set by the Technology Operations Manager:

Incident Resolution and Service Request Management (*Skill Level – Expert*)

- Lead the diagnosis and resolution of complex or high-priority incidents across systems, platforms, and user endpoints.
- Act as the final technical escalation point within the team and ensure effective root cause analysis and resolution.
- Review and refine incident handling procedures to drive quality and reduce repeat issues working closely with the Technology Operations Manager.

Service Desk Support (*Skill Level – Expert*)

- Support the service desk with expert-level troubleshooting, while guiding and mentoring other engineers.
- Review service metrics and promote knowledge sharing and documentation standards.

On-Call Support

- Provide engineering leadership during out-of-hours incidents, including coordination of response and communication to stakeholders in the absence of the Technology Operations Manager.

- Support the Technology Operations Manager to plan and refine out-of-hours procedures to ensure swift and effective incident recovery.

Technology Infrastructure Support (*Skill Level – Advanced*)

- Take ownership of troubleshooting key areas of the technology estate, including networking, servers, and storage platforms.
- Identify and request performance improvements across infrastructure components from the Cloud Services Team.
- Contribute to infrastructure roadmap discussions and coordinate technical input for future projects for the Technology Operations Centre.

Asset and Workforce Management (*Skill Level – Practitioner*)

- Provide oversight of IT asset lifecycle, ensuring accurate tracking, renewal planning, and procurement forecasting.
- Ensure systems supporting workforce management (including Microsoft platforms and scheduling tools) remain resilient, secure, and well-maintained.

Telephony and Digital Signage Support (*Skill Level – Working*)

- Lead support efforts for voice and digital signage technologies, resolving complex issues and planning for upgrades.
- Provide input into vendor management and technology replacement strategies.

New Starters and Hardware Deployments (*Skill Level – Working*)

- Oversee the deployment of technology for new starters and hardware refresh cycles.
- Ensure deployment practices are consistent, secure, and support operational scalability.

Retail Support (*Skill Level – Working*)

- Provide advanced support for retail systems and serve as the escalation point for point-of-sale infrastructure.
- Contribute to the planning and testing of new retail technology deployments and integrations.

Platform Monitoring (*Skill Level – Expert*)

- Ensure continuous monitoring of core platforms using enterprise tools.
- Develop dashboards and alerts that enable proactive incident response and performance tuning.
- Lead efforts to reduce false positives and improve signal-to-noise ratio in monitoring systems.

Mobile Device Support (*Skill Level – Advanced*)

- Manage enterprise mobile device policy, security, and compliance, working with the Workforce Management Team in cloud services.
- Lead on mobile fleet lifecycle and integration with productivity and security platforms (e.g., MDM).

Service Improvement (*Skill Level – Expert*)

- Champion a culture of continuous improvement, leading initiatives to enhance service performance and reliability.
- Identify systemic issues and propose sustainable process or technology improvements.

- Collaborate with Architecture and Security teams to ensure operational alignment with strategic objectives.

PERSON SPECIFICATION

Essential Knowledge, Skills and Experience

Experience

- Proven experience in a technology operations role.
- Experience working in an office environment or customer-facing business, together with an interest in developing your skills in technology
- Experience or understanding of service desk systems, prioritisation and escalation procedures
- Prior experience in a Service Desk or Technical Operations Centre in 1st or 2nd Line Support.

Technical skills

- Strong proficiency in the use of Microsoft products, Windows desktops and Apple Mac systems and products
- An understanding of the principles of networking and internet technologies
- Prior experience in retail technology support is a plus.
- An interest in current Information Technology and the ability to learn more about new technology
- An awareness of database systems and applications and the ability to develop this knowledge

Organisation and People skills

- Excellent problem-solving and communication skills.
- Able to work effectively in a busy office environment
- Good organisational and time management skills
- Ability to work with changing priorities when needed
- Good people skills and ability to liaise with people at all levels in the organisation
- Professional and confident telephone manner
- Consistent high level of customer care and responsiveness
- Ability to work collaboratively in a team and independently when required.

Learning and Continuous Improvement

- Commitment to delivering a high standard of work
- Ability to work to and support a culture of continuous improvement
- Commitment to managing own learning and continuous professional development relevant to the role
- Ability to undertake learning and development and work towards accreditations or qualifications for key skill areas as required

If you are passionate about technology, thrive in a fast-paced environment, and have a track record of successfully resolving incidents and improving service delivery, we invite you to apply for this exciting opportunity. Join us in shaping the future of our technology landscape and delivering top-notch support to our organisation.

This Job Description reflects the current situation. It does not preclude change or development that might be required in the future.

