Technical Team Lead – Operations

iTMethods.

Phone :
Web :

Job Summary

Vacancy :
Deadline : Sep 14, 2024
Published : Aug 14, 2024
Employment Status : Remote
Experience : Any
Salary :
Gender : Any
Career Level : Any
Qualification :

Job Description

At iTMethods, we are dedicated to empowering enterprise DevOps, MLOps, and AI infrastructure for industry leaders around the globe. As a recognized global leader in enterprise DevOps tools and tools management, we are expanding our expertise into the realms of ML/AI and Generative AI tools, model & infrastructure management. Our commitment to innovation and sustainable growth positions us at the forefront of our industry.

The Opportunity

Reporting to the VP, Professional Services, we are seeking a Technical Lead – Operations Team Lead to act as a technical leader within our team of Cloud Operations Engineers. In addition to leading the Operations Engineers, you will oversee the Operations Support team for the first 6-9 months as a backfill to cover a leave which will involve managing operations, ensuring smooth workflow, and guiding team members to maintain our high standards of service.
In this position, you will play a critical role in eliminating vulnerabilities and optimizing uptime for our enterprise clients by implementing resilient and robust solutions leveraging automation for fault detection and a laser focus on automatically recovering when a fault is detected and continuously looking to deploy solutions which avoid previously identified faults from being generated.

This role involves a blend of expert-level technical problem-solving and the ability to drive the resolution of complex support requests. You will use your technical acumen to guide the support operations, optimizing support channels including email, ticket portals, phone, and Slack. Your role will be crucial in fostering a culture of technical excellence, customer happiness, and cross-functional collaboration within iTMethods.

Who You Are

You are a technical expert who enjoys solving complex technical problems and improving operational efficiencies. You excel in a fast-paced environment, managing multiple priorities and support requests with a keen attention to service levels. With outstanding communication skills, you effectively collaborate with customers, peers, engineers, account management, and leadership. You are dedicated to technical growth, both for yourself and your peers, promoting knowledge sharing and best practices.

What You'll Do

• Provide expert-level support for complex maintenance and operations requests and incident resolution, ensuring communication is effective and within committed service levels.
• Serve as a technical escalation point for support-related issues, orchestrating efforts across teams for timely resolutions.
• Mentor and share knowledge with team members to enhance their technical skills.
• Collaborate with Leadership, Engineering, and Functional Consulting, Sales/Customer Success teams to manage customer escalations, risks, and identify growth opportunities.
• Lead the Operations team to monitor vendor updates, security alerts, and schedule customer deployments upgrades.
• Support the onboarding process of new technical resources and tools.
• Ensure thorough Root Cause Analysis for high-priority incidents and contribute to the resolution sign-off process.
• Develop, maintain, and improve documentation and standard operations procedures related to support activities.
• Advocate for best practices and continuous improvement in support operations, with an eye towards automating to minimize errors.
• Uphold iTMethods policies and procedures, ensuring they are applied in all support activities.

What's In It For You

Technical challenges. You will play a key role in ensuring the timely and thorough resolution of support requests and incidents, leveraging your technical expertise to drive improvements in our support operations.
Exposure. Your role is pivotal in maintaining technical excellence within the support team, continuously evolving our practices and skillsets.

Growth. An opportunity to expand your technical knowledge, including professional certifications in AWS and other technologies relevant to our Cloud Support function.

What You Bring / Qualifications

• 3-5 years previous experience in a Team lead role managing people.
• 5+ years in a technical role with significant experience in Cloud or DevOps, DevSecOps environments.
• Experience working in a Managed Service Provider (MSP) environment.
• Education/qualifications and experience. You have a Bachelor's Degree in Computer Science, Computer Engineering, Software Engineering, and preferably certification in AWS, Ansible and Terraform and have worked on DevOps tools Git and Jenkins.
• Exceptional communication and problem solving skills.
• An obsession with providing great customer service and always having a good handle on priorities, commitments and service levels.
• Demonstrated ability to lead technical initiatives, improve processes, and mentor team members.
• A continuous improvement mentality that is always looking for opportunities to create and fine tune repeatable processes and procedures and keeping an eye out for automating the support operations to minimize human error.
• Ability to understand and action the need to coach, mentor and develop your team so that they are always performing at the highest level.
• A desire to continually grow your experience and knowledge through learning and certification.
• A natural collaboration approach to all you do and all those you interact with.
• navigating the intricacies of managing multiple customers and diverse applications is essential.
• Demonstrated hands-on experience in either Cloud or DevOps is a prerequisite.
• Experience and understanding of DevOps concepts and tools that are supported on the iTMethods DevOps SaaS Platform.
• Experience in working with and supporting workloads running in hyper-hybrid cloud environments.

Our Commitment to You

• Flexible work environment
• Competitive compensation and benefits package
• Learning and development
• Career progression
• Culture – One team environment founded on respect and collaboration where we do not take shortcuts and are customer obsessed

Join Us

Apply here or learn more on our website, Medium or LinkedIn.
iTMethods is committed to fostering an inclusive and accessible environment where employees feel valued and respected, and where every employee has the opportunity to realize their potential. We are committed to providing reasonable accommodations, if required, and will work with you to meet your needs.

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits