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| **JOB DESCRIPTION** | |
| **Job title:** | DevOps Engineer |
| **Team/Department:** | CLEO |
| **Location:** | Remote hybrid (occasional travel to Ashford Kent) |
| **Hours of work:** | 37.5 hours (plus systems out-of-hours on-call) |
| **Job title the post holder will report to:** | Senior Software Development Manager |
| **Job titles reporting to the post holder:** | None |
| **Date the role profile was revised:** | March 25 |
| **JOB PURPOSE**  As a DevOps Engineer at Cleo Systems, your role is to design, implement, and maintain robust, secure, and scalable infrastructure that supports the efficient delivery of our healthcare technology solutions. You’ll be instrumental in shaping our CI/CD pipelines, cloud infrastructure, and monitoring systems, ensuring high availability and operational excellence across environments.  You will collaborate closely with software engineers, QA, and security teams to build and maintain a modern DevOps toolchain, following infrastructure-as-code and automation-first principles. You'll have ownership of technical components while being supported and mentored by senior engineers, contributing to a culture of continuous improvement and learning. | |
| **KEY RESPONSIBILITES AND ACCOUNTABILITIES**   * **Cloud Infrastructure:** Build and maintain secure, scalable AWS cloud infrastructure using best practices and automation. * **Kubernetes Management:** Operate and optimise container workloads via Amazon EKS, ensuring resilience, performance, and maintainability. * **Infrastructure as Code:** Develop and maintain Terraform configurations for consistent, version-controlled infrastructure. * **CI/CD Delivery:** Implement and enhance CI/CD pipelines (e.g., GitHub Actions, TeamCity) to streamline deployment and testing processes. * **Monitoring & Observability:** Configure and maintain observability tooling (e.g., DataDog, Rollbar, CloudWatch) for proactive system reliability and incident response. * **Security & Compliance:** Embed security into infrastructure processes, aligning with ISO 27001, GDPR, and OWASP standards. * **Collaboration:** Work closely with engineering and QA teams to support smooth delivery and deployment of services. * **Documentation & Standards:** Maintain clear documentation of infrastructure and DevOps processes and contribute to the evolution of best practices. * **Incident Response:** Participate in on-call rotations, investigate issues, and contribute to postmortems and improvements. | |
| **COMMUNICATION AND KEY WORKING RELATIONSHIPS**  The post holder must be able to demonstrate excellent communication and interpersonal skills at all times, and build and maintain good working relationships with all stakeholders. | |
| **ENVIRONMENT**  CLEO Systems is a subsidiary of healthcare provider IC24, which has been developing IT systems for around 30 years for its own use. CLEO Systems started offering these and other new systems into the marketplace in 2019 as a ‘challenger’ to more established larger systems suppliers – and after 9 months or so, the market is welcoming its innovation and CLEO Systems has already broken-even from a financial perspective.  The parent company IC24 is a major not for profit Social Enterprise company currently providing innovative primary care services designed to deliver quality and affordability. IC24 is solutions-focused, providing a comprehensive portfolio of services aimed at improving access and reducing the demand on secondary care services by helping to avoid unnecessary admissions and facilitating early discharge.  Going forward, the company is committed to supporting and enabling better integration between health and social care and more effective alliances between partners from different sectors as essential to delivering seamless services. IC24 has considerable experience of working in complex, demographically challenged environments and the Board is keen for the organisation to be proactive in improving standards of care and patient safety, while delivering value for money too in the health economies it which it operates. Critical to this is building strong professional relationships and alliances with third parties; working with them in a way that maximises the benefits of their involvement. | |
| **HEALTH AND SAFETY**  The post holder will be required to comply with the duties placed on employees of CLEO Systems as set out in the Health and Safety at Work Policy and related procedures. The post holder has a legal obligation to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law and following recognised codes of practice.  All Colleagues  You have a duty to take care of your own health and safety and that of others who may be affected by your actions at work. You must cooperate with managers and other colleagues to help everyone meet their legal requirements under health and safety law, and not to interfere with or misuse anything that's been provided for your health, safety, or welfare.  Managers  You must ensure you know and understand your responsibilities as defined in our health & safety policies and associated guidance documents. You must identify and assess any risks to people, property, or the environment and ensure all colleagues you have responsibility for, are aware of all our health and safety policies, understand issues arising from risk assessments, site inspections etc. and deal with any associated concerns. You must ensure that all accidents or incidents involving colleagues within your responsibility, are properly reported, and investigated and that regular inspections are undertaken and recorded to eliminate potential hazards and minimise risks.  Directors  You must ensure that all colleagues and teams within your region and/or department(s), effectively manage health and safety in line with all our health & safety policies and guidance documents. | |
| **EQUALITY AND DIVERSITY**  CLEO Systems and IC24 have a Diversity and Inclusion Policy to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of disability, marital status, sex, race, colour, nationality, ethnic or national origin, sexual orientation, age, religion or political opinion, whilst attracting talented recruits and retaining experienced employees.  We are committed to promoting equal opportunities and diversity and will keep under review its policies, procedures and practices to ensure that, in addition, all users of its services are treated according to their needs. | |
| **INFORMATION GOVERNANCE**  Information is vitally important for the safe clinical management of patient care and the efficient administration of services and resources, including our workforce. Information Governance is a framework to enable CLEO Systems and IC24 to handle personal and corporate information appropriately.  It is the responsibility of our entire workforce, regardless of employment status, to ensure they abide by the requirements of Information Governance as set out in the Data Security & Protection Policy. | |
| **SAFEGUARDING CHILDREN AND VULNERABLE ADULTS**    We are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All colleagues and volunteers are therefore expected to behave in such a way that supports this commitment. You will be responsible for safeguarding the interests of children and adults who you come into contact during your work. To fulfil these duties, you will be required to attend training and development to recognise the signs and symptoms of abuse or individuals at risk, to follow local and national policy relating to safeguarding practice and to report and act on concerns you may have appropriately. | |
| **DISCLOSURE AND BARRING SERVICE CHECKS**    CLEO Systems and IC24 will require a DBS check for appropriate roles which is a mandatory requirement and a condition of the employment offer.  All posts are assessed on their eligibility for the post holder to be required to undertake a DBS check. For posts that have been assessed as exempt from the provisions of the Rehabilitation of Offenders Act 1974, CLEO Systems and IC24 will require the post holder to undertake an enhanced DBS check with barred list checks. For posts that have been assessed as being in a position of trust, CLEO Systems and IC24 will require the post holder to undertake a basic DBS check.  This post has been assessed as requiring a basic DBS check. | |
| **REHABILITATION OF OFFENDERS ACT 1974**  Some posts have been assessed as being exempt from the provisions of the Rehabilitation of Offenders Act 1974 and in these cases CLEO Systems and IC24 will require the post holder to disclose all convictions, whether spent or unspent.  This post has been assessed as not being exempt from the provisions of the Rehabilitation of Offenders Act 1974; therefore, the post holder is not required to disclose any spent convictions. | |
| **PERFORMANCE AND DEVELOPMENT REVIEW**  This job description will be used as a basis for conducting an individual Performance and Development Review between the post holder and the manager. | |
| **VARIATIONS**  This job description describes the main purpose and key responsibilities and accountabilities of the post. The post holder may be required to undertake any additional duties or responsibilities as may reasonably be required.  This job description is a guide to the nature and main duties of the post as they currently exist, but it is not intended as a wholly comprehensive or permanent schedule and it is not part of the contract of employment.  To reflect changing needs and priorities, some elements of this post may be subject to change and where required, any appropriate communication or consultation with the post holder will be undertaken prior to making any changes. | |

**PERSON SPECIFICATION**

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| **Criteria** | **Standard** | **(E)ssential**  **(D)esirable** |
| **Qualifications and Training** | Educated to degree level or equivalent professional experience. | E |
| Relevant certifications in AWS, Kubernetes, or Terraform | D |
| **Knowledge & Experience** | 3–6 years of experience in DevOps, Cloud Engineering, or SRE roles | E |
| Strong experience with AWS services such as EC2, EKS, IAM, VPC, and S3 | E |
| Proficient in Terraform and infrastructure-as-code practices | E |
| Hands-on experience managing Kubernetes (preferably Amazon EKS) | E |
| Experience with CI/CD tools like GitHub Actions or TeamCity | E |
| Familiarity with monitoring and alerting tools such as DataDog, Rollbar, or CloudWatch | E |
| Strong scripting and automation skills (Bash, Python, or Go) | D |
| Familiarity with secrets management tools (e.g., AWS Secrets Manager or Vault) | D |
| Exposure to serverless or event-driven architecture (e.g., Lambda, SQS, EventBridge) | D |
| Experience working in regulated environments (e.g., ISO 27001, GDPR) | D |
| Knowledge of networking and secure communication practices | D |
| Experience working with multi-environment deployments (e.g. dev, staging, prod) | E |
| Experience contributing to incident response, RCA, or blameless postmortems | D |
| **Personal Attributes & Skill** | A proactive problem-solver with attention to detail | E |
| Strong communication and collaboration skills | E |
| Curious and open to learning new technologies | E |
| Able to work independently and contribute as part of a wider team | E |
| Passionate about automation and improving system performance | E |