

Platform Engineer - Cards & Payments



Purpose

Operate, support and develop our Cards & Payments platforms, including integrations with internal systems and external partner solutions. In this role, you will be working in an agile cross functional team to continuously improve our platforms and be responsible for ensuring they are supportable, scalable and secure. Contribute to our DevOps culture, including shared responsibility for development and operations. Build operational quality into the platform management process, and be expected to contribute to the operational management and monitoring of systems and platforms within their defined SLA targets.

Role dimensions

- **Reports to:** Engineering Manager
- **Department:** Technology Services
- **Direct Reports:** No
- **Financial Authority:** N/A

Person specifications

- 3+ years commercial experience as systems admin, platform engineer or similar role
- Commercial experience in managing Cards & Payments platforms within Financial Institutions
- Expertise in managing and configuring systems observability using monitoring toolsets.
- Effective verbal and written skills, with the ability to communicate complex information effectively to a range of audiences.
- Effective presentation and facilitation skills with the ability to challenge persuade and influence.

Role specific areas of responsibility

- Contribute to the design, development and deployment of change to our cards & payments platforms, supporting APIs and services
- Support the continuous improvement of our existing cards & payments platforms, applications, services and APIs through shaping backlog items with Platform, Technical & other delivery leads
- Facilitate knowledge sharing and clarifications between application/platform technologies and wider TSB technology, delivery and customer support teams. Stay informed of the wider technology industry, competitors and market trends within cards and payments technologies
- Ensure operational and platform management documentation is updated as required with system changes being implemented both internal to TS staff and end users.
- Undertake knowledge sharing activities with staff, and proactively review and implement process and operational improvement initiatives
- Ensure systems and services provided through your platform(s) meet or exceed their SLAs, and incidents are appropriately managed and mitigated.
- Provide escalated incident management support to teams in a 24/7 operational environment to ensure continuity of operational services, in line with established service SLAs.

From time to time there may be additional activity not contained within this position description that the appointee is to complete in the interests of the role and their own personal development.

This position description provides a broad overview of responsibilities. The position description is a living document, and the Bank reserves the right to amend from time to time as required.