

# Job description

<b>Job title</b>	Technology Operations Manager (TechOps)
<b>Employment type</b>	Permanent
<b>Reporting to</b>	Chief Technology Officer
<b>Working hours</b>	9.30am – 5.30pm - Monday to Friday (Role requires out of hours work and potential travel)
<b>Location</b>	85 Gracechurch Street, London EC3V 0AA
<b>Salary</b>	£ Competitive
<b>Bonus</b>	Competitive

CFC Benefits include 25 days holiday, Private medical insurance (plus dental and Optical cashback benefit), Life insurance scheme, Income protection scheme, Pension plan, Season ticket loan, Subsidised gym membership, 24/7 employee assistance programme and dress down Fridays. CFC social events include summer party weekend, Halloween and Christmas parties.

## About CFC

CFC is a specialist insurance provider and a pioneer in emerging risk. With a track record of disrupting inefficient insurance markets, CFC uses proprietary technology to deliver high-quality products to market faster than the competition while making it easier for brokers to do business. Our broad range of commercial insurance products are purpose-built for today's risks, and we aim to give our customers everything they need in one, easy-to-understand policy.

Headquartered in London and backed by Lloyd's, CFC serves more than 70,000 businesses in over 80 countries. We're privately held and growing faster than any of our competitors in the market.

Although insurance is a serious business, our culture isn't too corporate and we never take ourselves too seriously. We are 'one-team' and enjoy a culture of openness and encouragement. We invest heavily in the learning and development of our people and enjoy a fast paced working atmosphere that is friendly, supportive, and fun.

## About the role

CFC are currently midway through a data centre migration project and are moving to Azure and Office 365. As part of this move, we have decided to build a Technology Operations team to provide higher levels of support to our internal teams and our external customers.

The role is a key strategic play reporting directly to the CTO. You must be well versed in building world class technology teams and be a detail focused, regulatory aware individual that leads using data rather than opinion.

Although the role is largely focused towards infrastructure and support, there is a wider operational view over the rest of the technology function. Effectively acting as the CTO's "right hand person", you will assist in preparing board reports, collecting KPI's from the different technology teams, preparing for monthly town halls etc.

## Role definition

You will:

- Own the relationships with our 3<sup>rd</sup> party providers (including the outsourced hosting provider);
- Build a team to maintain, monitor and support the on-premise technology infrastructure and/or facilities;
- Coordinate and execute technology changes to the on-premise and cloud infrastructure including networking, virtual machines, phones, printers etc.;
- Participate in planning efforts with stakeholders and IT department;
- Communicate outages and change impact to the business and our partners;
- Build a world class technology support team (1st/2nd line, Azure, on-premise, O365);
- Proactively look for opportunities to delight our end users by introducing relevant new capabilities and pushing the envelope of what is possible;
- Act as a "right hand person" to the CTO, working closely to support them with various initiatives and ad-hoc tasks.

## Key responsibilities & Accountabilities

- Raise the security bar;
- Drive the RFP process to select a new IT support provider;
- Responsible for responding to audits and owning remediation actions;
- Own all IT related contracts and ensure that they are commercially well managed, renewed etc.;
- Responsible for the up-time of infrastructure and relationship with outsourced supplier;
- Be key a part in our data center migration project;

- Troubleshooting problems, analyzing root cause and proposing multiple solutions;
- On failure events, work on fixing the issues and communicating with senior members of the team;
- Work as part of a small team and successfully manage your own tasks according to the larger needs of the business;
- Capturing KPI's & creating a balanced score card in order to drive efficiency and ensure that our users needs are being met.

## Skills & Ability

- Good general infrastructure knowledge;
- Excellent stakeholder management skills;
- Ability to build and motivate a world class team;
- Experience of Azure and AWS would be beneficial but not essential;
- Experience of running a front line (i.e. business facing) operational IT team.

## Education & qualifications

- A relevant degree with IT/Technology or equivalent professional certifications

## Our Core Values



**CFC Core Values**

- Passion & Perseverance**  
  
We're passionate about what we do and it shows.
- Respect & Humility**  
  
We treat everyone as we would want to be treated.
- Intensity**  
  
We hold ourselves to the highest standards, always.
- One Team**  
  
We show up as one team to achieve outstanding results.

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