Job description

Job title	Senior Platform Engineer		
Job number	TBC	**Grade**	9TP
Directorate	Change & IT	**Department**	Information Technology
Reports to	Infrastructure Manager	**Date effective**	August 2026

Purpose

To provide senior technical leadership and ownership of A2Dominion's technology platforms, ensuring services remain secure, resilient, supportable and aligned to organisational objectives.

The role is accountable for the engineering, governance, operational readiness and continual improvement of assigned platform services across infrastructure, cloud, collaboration, identity and SaaS technologies. Acting as a senior technical authority, the postholder leads the introduction, optimisation and lifecycle management of technology platforms, ensuring services deliver sustainable business value while meeting operational, security and compliance requirements.

Working closely with Architecture, Cyber Security, Business Applications, EUC, suppliers and business stakeholders, the role drives platform standardisation, service improvement and effective technical governance across enterprise technology services.

Key responsibilities/ deliverables

1. Act as the senior technical authority for assigned technology platforms, ensuring services remain secure, resilient, supportable and aligned to organisational standards.
2. Provide technical leadership across enterprise platforms, cloud, collaboration, identity and hybrid technology services.
3. Own the technical lifecycle of assigned platforms, including implementation, operation, optimisation, renewal and retirement of services.
4. Lead the design, implementation and continual enhancement of complex technology solutions, ensuring they are scalable, secure and operationally supportable.

5. Translate architectural designs and strategic technology direction into operationally effective and supportable services.
6. Lead operational readiness and service acceptance activities for new and changed technology services before transition into live operation.
7. Define and maintain platform standards, technical procedures, support models and governance controls across assigned services.
8. Provide technical ownership and governance for Azure, Microsoft 365, identity services, SaaS platforms and associated integrations where assigned.
9. Ensure effective governance of cloud services, including access controls, policies, platform standards, security controls and operational compliance.
10. Drive the adoption of automation, platform engineering practices and Infrastructure as Code approaches to improve service quality and operational efficiency.
11. Ensure technology platforms remain secure through effective patching, vulnerability remediation, configuration management and technical assurance activities.
12. Work closely with Cyber Security teams to ensure services comply with security architecture, regulatory requirements and organisational policies.
13. Lead disaster recovery, resilience and service continuity activities for assigned platforms, ensuring recovery capabilities are regularly validated and improved.
14. Act as the senior escalation point for complex platform, cloud and infrastructure incidents, driving root cause analysis and permanent resolution of recurring issues.
15. Evaluate emerging technologies, undertake proof-of-concept activities and provide recommendations to support future technology strategy and investment decisions.
16. Provide technical assurance and governance for platform and technology change initiatives.
17. Build and maintain effective relationships with suppliers, service providers and technology partners, ensuring performance and service quality expectations are achieved.
18. Monitor platform performance, utilisation and service health, identifying opportunities to improve reliability, resilience, user experience and cost optimisation.
19. Provide mentoring, coaching and technical leadership to other IT colleagues, supporting capability development across the wider function.
20. Deputise for the Infrastructure Manager where required and contribute to the development of engineering standards, operating models and technology roadmaps.

Line management

Direct Reports

- None

Indirect Reports

- None

Key internal contacts

- Enterprise Architecture
- Cyber Security Team
- Service Transition, Test and Release Teams
- Product Owners and Transformation Leads
- Application Engineering Teams
- Data and Integration Teams
- Service Delivery Teams

Key external contacts

- Cloud platform providers
- SaaS application providers
- Managed service providers
- Infrastructure and hosting partners
- Microsoft and supporting technology vendors
- Cyber security partners
- Professional services organisations
- Technical implementation partners
- Third-party integration providers

Operating environment/dimensions

- Accountable for the technical governance and operational fitness of multiple enterprise technology platforms.
- Operates across hybrid infrastructure, cloud, SaaS and third-party managed technology services.
- Responsible for technical lifecycle management, service readiness and continual improvement of assigned platforms.
- Influences platform strategy, service standards and technology roadmaps through technical leadership and governance.

Qualifications and training	Essential	Desirable
Significant experience within senior infrastructure, cloud, platform engineering or technical leadership roles	Y	
ITIL Foundation or equivalent service management qualification	Y	
Significant experience leading or owning enterprise platform, cloud, infrastructure or SaaS services throughout their lifecycle	Y	
Experience delivering operationally critical technology services	Y	

Certifications in Microsoft Azure, Microsoft 365, VMware or Cyber Security		Y
Enterprise infrastructure or architecture qualifications		Y
Disaster Recovery of Business Continuity qualifications		Y
Knowledge and skills		
Extensive experience supporting and optimising hybrid infrastructure, cloud and SaaS environments	Y	
Deep understanding of Microsoft 365, Azure, identity services, integration technologies and enterprise infrastructure platforms	Y	
Strong technical design and solution implementation capability	Y	
Experience translating architecture into operationally supportable services	Y	
Experience owning business-critical technology services throughout their lifecycle	Y	
Strong understanding of technical governance, security and compliance frameworks	Y	
Experience leading complex technical implementations involving multiple suppliers and stakeholders	Y	
Experience managing technical supplier relationships and vendor escalations	Y	
Ability to assess technical risk and make informed independent decisions	Y	
Experience leading technical troubleshooting across complex integrated environments	Y	
Proven ability to influence technical direction and engineering standards	Y	
Strong mentoring and technical leadership skills	Y	
Behaviours for success		
Refer to the Behavioural Framework and Guidelines on the Hub and for each behaviour, provide example(s) of how the behaviour needs to be demonstrated in order to be successful in the job.		
Caring by Nature *Ensures technology services remain secure, resilient and dependable. Takes ownership of service reliability, supportability and operational excellence, protecting business-critical services and minimising disruption to colleagues and customers*		
Working Better Together *Builds effective relationships across Architecture, Cyber Security, Applications, Service Delivery and external suppliers. Works collaboratively to ensure technology solutions are successfully transitioned into support and continue to deliver business value throughout their lifecycle.*		
Thinking for Tomorrow		

Anticipates future technology and service requirements, identifying opportunities to improve resilience, security, operational efficiency and user experience. Drives continuous improvement across infrastructure, cloud and platform services while supporting the organisation's long-term technology strategy.

This job description outlines the main responsibilities and requirements of the job. Colleagues are expected to comply with reasonable management requests to carry out additional or alternative duties.

Do not delete this statement – a certain amount of flexibility is necessary as the organisation evolves. If you are uncertain about whether any changes are significant enough to create a "new" job – consult your People Business Partner or Adviser.