

**Job Title** SaaS Delivery Lead**Reporting To** Head of Application Management & Technical Services**Main Function**

The role of the Software as a Service Delivery Lead will be to act as the driving force in proactive management, delivery, and support of HPD's product suite **LendScape**, across both the EMEA and APAC regions.

This is a “hands-on” position requiring solid technical skills and experience of Java and SQL server based solutions within a hosted environment.

The successful candidate will be responsible for the development and sustainment of the SQL Server estate, ensuring its operational readiness (security, health and performance). The candidate will also work closely with the development teams to ensure that optimal design standards are adhered to including both the schema and SQL development.

The individual must be capable of working independently and collaboratively and be flexible to travel to our subsidiary office in Sydney as and when required.

**Responsibilities**

- Lead and co-ordinate both UK and Sydney based SaaS Application Service Engineer teams in the delivery and management of HPD's **LendScape** product suite.
- Deliver 24/7 application service support for the EMEA and APAC data centers via out of hours rotas.
- Deliver strategy for product releases across UAT; pre-prod and production environments including patching and product upgrades.
- Schedule team workloads and manage out of hour's service coverage.
- Design, implement and support all service management related tools, including monitoring systems (**Solarwinds; PagerDuty; Uptime Robot**), incident/problem/change/request systems (**Service Desk, Jira**).
- Lead all incident, major incident and crisis management activities, globally, relating to the company's hosted / SaaS customer platforms.
- Liaise with the development and support teams in the investigation of faults.
- Provide service level reports to our clients on a periodic basis.
- Ensure all tickets are accurately recorded; tracked and resolved.
- Work with the Head of Application Management and the rest of the team leads to drive continual improvement in people, technology, processes, service and product design and build. Establish and test new strategies to improve the customer service experience.

**Skills and Qualifications**

- Strong background in service support and transition.
- Experience of working within a support model designed to client SLA's (e.g. ITIL v3).
- Knowledge of SaaS market, products and related industry practices, concepts, tools and processes (e.g. DevOps).
- Experience of supporting Java & MS SQL Server based software solutions.
- Excellent Communication and Influencing skills.
- Strong oral and written communication skills.
- Customer and output focused.
- Good understanding of Security principles.
- Experience of performance tuning and fault diagnosis.
- Detailed infrastructure knowledge across the whole of the deployment landscape, including firewalls; load balancers; virtualization; servers; storage systems, etc.
- Experience working with Windows server, including Active Directory.
- Excellent written and verbal communication.
- Flexible, team player, "get-it-done" personality.
- Ability to organize and plan work independently.
- Ability to work in a rapidly changing environment.
- Ability to multi-task and context-switch effectively between different activities and teams.
- Commercially focused and Innovative.
- Excellent communication and presentation skills is essential.
- PowerShell or CMD batch coding skills a plus.
- Experience in Financial sector is preferred.