

JOB DESCRIPTION

Job Title	DevOps Engineer		
Reports to	Director of Engineering and Change Delivery		
Department	Technology		
Job Family	Business Services	Level	4

About the School

At London Business School, we strive to have a profound impact on the way the world does business and the way business impacts the world. Our departments work hard to ensure that we are continually delivering a world-class service, academic excellence and that our course offering maintains our place as a leading business school.

With thought-leading faculty and dynamic learning solutions, we empower both businesses and individuals by offering a transformational learning experience that will broaden their professional knowledge and global mindset. As well as offering postgraduate courses for the business leaders of the future, we run open and customised executive courses for professionals and corporate clients that help leaders identify the future focus and strategic direction of their businesses.

With London in our hearts, we draw from its status as a financial, entrepreneurial and cultural hub to attract a diverse range of students and faculty, creating an abundance of opportunities to network with industry experts and alumni worldwide.

About the Department

The LBS Technology Department is responsible for delivering and supporting all digital technology solutions required for the effective running of London Business School.

We provide specialist capability in Service Delivery, Software Development, Digital Solutions Delivery, Teaching and Learning Technology, Platform integration, Data Management, Cyber Security, Project Delivery, Business Analysis, User Experience Business Change and Enterprise Architecture.

Job Purpose

The DevOps Engineer is responsible for shaping, implementing, and continuously improving DevOps practices across the LBS technology estate.

This role combines strategic platform thinking with hands-on engineering, ensuring that development teams can build, test, deploy, and operate solutions reliably, securely, and efficiently.

Working closely with Architecture, Integration, Delivery Managers, Engineering teams and BAU support, the DevOps Engineer ensures our CI/CD pipelines, cloud infrastructure, observability tooling, and release processes enable predictable, high-quality delivery.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

DevOps Strategy & Enablement

- Define and evolve DevOps standards, patterns, and best practices across the estate.
- Champion Infrastructure as Code, automation-first, and “build once, reuse many” approaches.
- Promote secure-by-design and DevSecOps principles.
- Drive maturity in CI/CD, release governance, and operational readiness.
- Identify opportunities to reduce manual intervention and increase delivery flow.

CI/CD Architecture & Implementation

- Design, implement, and maintain scalable CI/CD pipelines.
- Standardise branching, release, and deployment strategies.
- Ensure pipelines support multi-environment promotion and appropriate approval controls.
- Collaborate with Delivery Managers to align deployment sequencing with release governance.

Infrastructure & Cloud Engineering

- Lead infrastructure automation using Terraform, ARM/Bicep or equivalent.

- Ensure environments are reproducible, secure, and cost-efficient.
- Support containerisation and modern deployment models where appropriate.
- Partner with Architecture to ensure infrastructure aligns with enterprise design principles.

Reliability, Monitoring & Observability

- Implement logging, monitoring, and alerting frameworks that provide actionable insight.
- Improve system resilience and recovery capability.
- Work with BAU teams to ensure operational supportability.
- Reduce production incidents through proactive optimisation.

Security & Compliance

- Embed security controls into CI/CD pipelines.
- Ensure secrets management, identity controls and role-based access are properly implemented.
- Support compliance with LBS security and data protection standards.

Collaboration & Engineering Enablement

- Work side-by-side with developers to improve build and deployment processes.
- Support integration and engineering teams in improving delivery predictability.
- Provide guidance and coaching on DevOps practices.
- Contribute to technical governance forums where DevOps standards are impacted

KPIs:

- Reduction in deployment lead time.
- Reduction in failed deployments and rollback rates.
- Increased automation of infrastructure provisioning.
- Reduced manual release effort.
- Improved observability and reduction in incident resolution time.
- Positive feedback from engineering and support teams.

Essential

- Azure DevOps Engineer Expert certification (or equivalent experience)
- Strong hands-on experience with Azure cloud environments.
- Deep understanding of CI/CD principles and implementation.
- Proven experience with Infrastructure as Code (e.g.,Terraform).
- Experience implementing monitoring, logging and alerting frameworks.
- Strong understanding of Git branching strategies and version control.
- Experience embedding security into cloud and pipeline configurations.
- Experience working across multiple delivery teams in complex environments.

Desirable

- Experience with containerisation.
- Experience modernising legacy release processes.
- Exposure to hybrid delivery models (Agile + governance).

Staff	
Budgets	
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