JOB DESCRIPTION

Post title:	Technical SaaS Engineer
Contract:	Permanent, subject to successful completion of probation
Salary:	£45,000 - £60,000
Working arrangements:	Hull/hybrid working, subject to business requirements
Reporting to:	Chief Technical Officer
Key Interfaces:	R&D, Product Specialists, VoD Content Developer, Sales Operations, customers, institutional IT teams, hosting providers and external security advisers

Company Overview

We are offering the opportunity to work for a rapidly growing, successful, and innovative company that provides high technology products for radiotherapy training and education (virtual reality). Over 160 hospitals and training institutions use our products in over 40 countries across the world. We are extending our product range and developing new VR and SaaS products that meet patient and healthcare professionals' needs. You will be a part of this growth phase and will play a crucial role, providing support across the business and to our customers.
The company is based in state of the art premises and is part of the tech community at The Dock in Hull city centre, close to the train and bus stations and local amenities

Main purpose of the role

The Technical SaaS Engineer will provide operational and technical ownership of Vertual's SaaS and cloud-enabled services, including VERT on Demand, VERT Flex, and future subscription products. The role will help ensure that these services are secure, reliable, scalable, and professionally supported, while acting as the operational bridge between customers, institutional IT teams, cloud and hosting providers, and Vertual's R&D and product teams.
This is not a traditional internal IT helpdesk role. It combines SaaS operations, customer onboarding, cloud administration, identity and access management, technical support, service improvement, automation, and proportionate cyber-security responsibilities.

Key Responsibilities

SaaS operations and customer onboarding

- Own the technical onboarding of institutional customers to VERT on Demand, VERT Flex and future SaaS products.
- Configure organisations, cohorts, tutors, students, roles and permissions in accordance with agreed customer requirements.
- Coordinate technical implementation activities with customer IT teams, Product Specialists, Sales Operations and the R&D team.
- Manage user provisioning, de-provisioning, access issues and role-based permissions.
- Support single sign-on and identity integrations where these form part of the agreed customer solution.
- Create repeatable onboarding checklists, handover processes and customer-facing technical guidance.

Service support and incident management

- Provide structured first-line and second-line technical support for SaaS and cloud-enabled products.
- Triage incidents, investigate root causes and resolve issues within the role's technical scope.
- Escalate product defects and complex technical matters to R&D with clear reproduction steps, diagnostic information and business impact.
- Maintain support records and identify recurring issues, trends and opportunities for permanent improvement.

- Help define and monitor appropriate service measures, including response times, resolution times, incident volumes and service availability.
- Support release roll-outs, customer communications and post-release monitoring.

Cloud, infrastructure and technical administration

- Administer and monitor relevant Microsoft Azure and Amazon AWS services and hosted environments within agreed responsibilities and access controls.
- Support cloud networking, storage, application services, virtual machines, domain management, DNS and SSL certificate administration where applicable.
- Contribute to backup, recovery, business continuity and disaster recovery arrangements for hosted services.
- Maintain operational documentation, configuration records, and support procedures.
- Work with third-party hosting and technology providers to resolve service issues and maintain clear accountability.

Security, compliance and customer assurance

- Apply secure identity, access and administrative practices, including multi-factor authentication, passkeys, and least-privilege access.
- Support vulnerability management, penetration-test remediation and security monitoring activities.
- Assist with customer security questionnaires, procurement assurance requests and technical due diligence.
- Maintain evidence and documentation to support Vertual's information-security and data-protection obligations.
- Work with internal owners and external advisers on incident response, supplier assurance and security improvement actions.
- Promote security-by-design and appropriate operational controls across VoD, Flex and future SaaS services.

Automation, monitoring and continual improvement

- Use scripting and automation to reduce repetitive administration and improve the consistency of onboarding and support processes.
- Support monitoring, alerting and operational dashboards for hosted services.
- Contribute to CI/CD and release-management practices in collaboration with the software engineering team.
- Provide product and operational feedback based on customer usage, incidents and support trends.
- Identify improvements that reduce avoidable interruption to software engineers and improve the customer experience.

Essential skills and experience

- Practical experience supporting business-critical, and/or cloud-hosted software or SaaS platforms.
- Working knowledge of Microsoft Azure and/or Amazon AWS administration and cloud-service operations.
- Experience of Microsoft Entra ID or comparable identity and access management technologies.
- Competence in Windows administration, networking fundamentals, DNS, SSL certificates, backup and recovery.
- Experience of customer onboarding, technical implementation or enterprise software support.
- Strong incident-triage, troubleshooting and root-cause analysis skills.
- Experience using ticketing, service-management, monitoring or alerting tools.
- Ability to produce clear technical documentation, procedures and customer guidance.
- Good awareness of cyber-security, vulnerability management, data protection and secure operational practices.
- Strong written and verbal communication skills, with the ability to explain technical matters clearly to non-technical users.
- Ability to manage competing priorities, work independently and collaborate effectively across technical and customer-facing teams.

Desirable skills and experience

- Understanding of single sign-on, SAML, OAuth, multi-factor authentication and role-based access control.

- Experience in a SaaS, education-technology, healthcare-technology or regulated software environment.
- Working knowledge of Git, CI/CD concepts and PowerShell or a comparable scripting language.
- Experience supporting universities, hospitals or other complex institutional customers.
- Knowledge of C#, SQL, REST APIs, API integrations or web-application architecture.
- Experience with learning management systems such as Moodle, Canvas or Blackboard.
- Experience of customer usage analytics, SQL reporting or Power BI.
- Experience supporting international customers, partners or distributors.
- Exposure to ISO 27001, Cyber Essentials or comparable information-security frameworks.
- Experience contributing to service-level reporting, capacity planning or SaaS operational metrics.

Qualifications

Preferred

- Degree or equivalent qualification in Computer Science, Information Technology, Software Engineering, Computing or a related discipline.
- Approximately three to five years of relevant experience in SaaS operations, cloud engineering, technical support or platform administration.

Equivalent experience

Candidates without a degree will be considered where they can demonstrate strong, directly relevant industry experience and the required technical capability. Practical evidence of operating and supporting cloud software is more important than any single academic route.

Useful certifications

- Microsoft Certified: Azure Administrator Associate.
- Microsoft Azure Fundamentals.
- Microsoft Security, Compliance, and Identity Fundamentals.
- AWS Certified CloudOps Engineer Associate.
- ITIL Foundation.
- CompTIA Security+ or an equivalent security qualification.

Personal attributes

- Customer-focused and calm under pressure.
- Structured, methodical and attentive to detail.
- Curious and proactive in identifying the underlying cause of issues.
- Comfortable taking ownership while knowing when to escalate.
- Commercially aware, with an understanding that service reliability and customer confidence support renewals and growth.
- Committed to continuous learning as Vertual's products and SaaS operating model develop.

Vertual is committed to individual career development, helping you develop a career path that is both right for you and meets the company's needs. We will provide support, mentoring, and training and give you opportunities to show us what you can do. As we grow, so will you.

If you are enthusiastic, self-motivated, enjoy working in a customer/client-facing role and will embrace the challenges of working in a growing, dynamic company, then we'd love to hear from you.
Background information about the company is available at **www.vertual.co.uk**
To find out more about our products, please visit our youtube channel - **https://www.youtube.com/user/VertualLtd**

Please send a CV and covering letter to recuitment@vertual.co.uk

Terms and Conditions:

Contract: Permanent, subject to successful completion of probation
Holidays: 26 days per annum plus Bank holidays, increasing to a maximum of 30 days based on full years of uninterrupted service
Pension: contribution up to 6% of salary following the probation period, or workplace pension scheme enrolment.
Notice Period: 12 weeks
Probationary Period: 12 weeks

The probationary period provides an opportunity for the employee to fit within the working practices of the company. It shall be determined during this time whether the job is in line with expectations as defined by the Job Description, and by discussions at interview and prior to appointment. Opportunities for flexible or hybrid/remote working in the UK will be considered.

The full set and definitive terms and conditions will be specified in the employment contract.