

Software Engineer (Ivanti Neurons ITSM)

Location	Amsterdam or Cambridge
Reports to	Head of Software Development
Hours	Full time (39 hours in NL)

Purpose and Context

You will build extraordinary software that supports GÉANT as an organisation and the network we are responsible for running. Our network is the largest and most advanced R&E (Research & Education) network in the world, connecting over 50 million users at 10,000 institutions across Europe. We provide users with highly reliable, unconstrained access to computing, analysis, storage, applications and other resources.

Reporting into the Head of Software Development, this role is a key part of our small and highly collaborative software team, which is located across our Cambridge and Amsterdam offices.

You will be the primary technical owner of GÉANT’s **Ivanti Neurons ITSM** platform, supporting a wide range of business functions across the organisation. Your work will ensure that Neurons remains a reliable, well-configured, and well-maintained service for the teams who depend on it.

You will work closely with Solution Architects, other Software Developers, and Product Owners to ensure the Neurons environment is stable, extensible, and aligned with user needs.

While Neurons will be your primary and ongoing responsibility, you may also contribute to other internal tools and services—primarily Python-based—when workload allows or when Neurons reaches a stable operational state. This secondary work will integrate you more broadly into the software engineering team while keeping Neurons ownership at the core of your role.

This is a collaborative role where you will enjoy regular contact with the Solution Architects, other Software Developers, and the Product Owners and stakeholders in an agile environment.

Role Accountabilities

Primary Responsibilities – Ivanti Neurons ITSM Platform

- Serve as the technical lead and ongoing owner of the Ivanti Neurons ITSM platform to model internal Géant team processes.
- Configure, maintain, and evolve Ivanti Neurons workflows, notifications, SLAs, forms, and integrations to meet the needs of internal teams.
- Manage the Staging → Test → Production release processes in a reliable, documented, and reproducible manner.

- Work closely with internal teams (ITS, Network Operations, Service Management, Finance, etc) to understand business requirements and provide Neurons features that support their operations.
- Provide guidance and expertise to teams integrating other software systems using the Neurons API.
- Train ITS support engineers on day-to-day Ivanti Neurons configuration and maintenance tasks.
- Provide Level 3 support for the Neurons environment.
- Troubleshoot Neurons platform issues, analyse operational behaviour, and develop improvement plans.
- Ensure high availability, quality, performance, and documentation across the Neurons environment.
- Maintain alignment between Neurons configurations, organisational standards, and governance requirements.

Secondary Responsibilities – Other Tools and Engineering Work (when workload allows)

- Developing, testing, and implementing bespoke systems in Python and related technologies.
- Supporting the process of Solution Architects and Product Owners breaking down high-level requirements into understandable pieces of work and being responsible for ensuring you have enough information for carrying out this work.
- Working as part of an agile team to develop new functionality in products.
- Participating in code reviews, driving best practices across the team.
- Interacting with internal and external stakeholders to understand business requirements.
- Working in a collaborative environment with others such as Solution Architects, other Software Development team members and end users.
- Testing, reviewing, enhancing, and maintaining existing applications. Providing Level 3 support for developed systems.
- Ensuring high quality standards along with appropriate detailed documentation.
- Other duties as may reasonably be required.

Working Arrangements

We have a flexible-hybrid model which means that employees will work flexibly between a remote and office environment. Weekly visits to the office are required for most employees to support our values and collaborative culture and enable our teams to deliver great work. These arrangements will be role dependent and must be agreed with your line manager. For this role we anticipate that you will be required in the office at least 2 days per week. This requirement may change, and you may be required to attend the office on more days per week from time to time or on an on-going basis if the needs of the business change.

Business Travel

Occasional travel within Europe may be required as part of this role.

Experience, Knowledge and Skills

Essential

- Educated to degree level, or equivalent, in computer science or information systems, or comparable work experience.
- Knowledge and experience configuring, deploying, and maintaining the Ivanti Neurons ITSM Platform, including managing multi-stage environments (Staging/Test/Production).
- Experience in tuning Ivanti Neurons for high availability, performance optimization, and compliance with ITIL best practices.
- Ability to use Ivanti Neurons expressions and ECMAScript to script special cases in configuration and workflows.
- Ability to advise on and maintain, or even develop in Python, in coordination with the Geant software development lifecycle and release process, integration of in-house services and tools with Ivanti Neurons.
- Understanding of the full-stack software development lifecycle.
- Commitment to automated provisioning where applicable in the Ivanti Neurons environment, but in any case producing documented, versioned and reproducible incremental environment deployments.
- Awareness of data protection requirements and environment in Europe.

Desirable

- ITIL certification with an understanding of IT Service Management (ITSM) processes and best practises.
- Knowledge of recent versions of Python 3.x, and experience with packaging and CI/CD tools such as pip, setuptools, tox.
- Understanding or willingness to learn working with various important and commonly used Python tools and frameworks such Flask, FastAPI, SQLAlchemy, Alembic
- Some knowledge of web-based front-end technologies, such as JavaScript, TypeScript, node, React.
- Good relational database experience, particularly MySQL, PostgreSQL.
- Understanding or willingness to learn about federated SSO frameworks such as SAML 2.0 and OIDC.
- Experience working with Docker containers.