

Solution Engineer

JOB SPECIFICATION

Gateley

POSITION:	Solution Engineer
LOCATION:	Birmingham
CONTRACT TYPE:	Permanent

The *role*

You will work closely with the Head of Technology Innovation, Technology Innovation & Engineering Lead, Technical Solution Architect, Solution Engineering colleagues, IT teams, suppliers and business stakeholders to develop, configure, integrate and support secure, scalable and supportable technology solutions.

The role will primarily support enterprise applications, integrations, reporting and data solutions, workflows and bespoke applications, while also contributing to AI, automation and wider Technology Innovation & Delivery initiatives where required.

This is a hands-on engineering role covering the full solution lifecycle, including understanding requirements, development and configuration, testing, deployment, documentation, support and continuous improvement.

The Solution Engineer will be responsible for:

- Developing, configuring, testing, deploying and supporting business applications and technology solutions.
- Building and maintaining integrations, APIs and data exchange processes between enterprise systems, third-party platforms and cloud services.
- Supporting bespoke and legacy applications, including solutions developed using Microsoft .NET and related technologies.
- Developing and supporting reporting, data and insight solutions, including Power BI and associated data refresh processes.
- Designing and maintaining workflows and automation using Power Platform and other appropriate tools.
- Investigating, troubleshooting and resolving application, integration, reporting, data and workflow issues.
- Translating agreed business requirements and technical designs into working, maintainable solutions.
- Working within architectural direction and established security, privacy, operational and engineering standards.
- Producing and maintaining technical documentation, support procedures, configuration records and implementation notes.
- Supporting testing, release, deployment, monitoring and operational handover.
- Working with suppliers and internal teams to troubleshoot issues and deliver changes.
- Analysing existing applications and processes and recommending practical improvements.
- Contributing to application upgrades, platform improvements, technical debt reduction and modernisation activity.
- Supporting AI, automation and innovation initiatives where development, integration, data or application expertise is required.

- Contributing to proofs of concept and pilots, and helping transition successful solutions into supported services.
- Using version control, CI/CD and other agreed software development practices.
- Ensuring knowledge is documented and transferred to reduce dependency on individuals.
- Supporting incidents and restoration of business-critical services where required.
- Providing flexible support across adjacent Technology Innovation & Delivery activities when priorities require it.
- Keeping up to date with developments in enterprise applications, integration, data, automation, AI and modern software engineering.
- Complying with company policies and procedures.

The above description is not an exhaustive list due to the nature of the role. Therefore, the job holder may be required from time to time to carry out other ad hoc tasks as requested.

The ***team***

Gateley Plc has a dynamic and collaborative IT department. We are growing our team across IT Service, Infrastructure, Architecture, Security, Change Management, Technology Innovation & Delivery and other specialist technology functions.

Our Technology Innovation & Delivery team is responsible for innovation, AI, automation, enterprise applications, integrations, solution delivery and technology adoption across the business. The team works closely with colleagues throughout Gateley to identify opportunities, improve processes, implement solutions and maximise value from technology investments.

The Solution Engineer plays an important role within the team, providing hands-on engineering support across a broad range of technology solutions. The role helps ensure that ideas and agreed designs are turned into secure, useful and supportable solutions that deliver practical value to the business.

The ***person***

This opportunity would suit a practical technology professional with experience in software engineering, enterprise applications, integrations, reporting, data, automation or digital solution delivery. The successful candidate will be comfortable working across a broad technology stack, delivering and supporting solutions within agreed technical direction and working collaboratively with others across the team.

- Strong experience designing, developing, deploying and supporting technology solutions.
- Commercial experience with software development using Python, Microsoft .NET or similar technologies.
- Experience building and maintaining APIs, integrations or data-driven services.
- Experience developing, configuring or supporting AI, automation or digital solutions.
- Good understanding of Generative AI technologies, Large Language Models and their practical business uses.
- Experience with Microsoft Azure or other cloud platforms.
- Experience with Microsoft Power Platform, Copilot Studio, Azure OpenAI, OpenAI API, Claude API or similar technologies.
- Experience working with relational databases such as Microsoft SQL Server.
- Strong understanding of REST APIs, authentication and secure application design.

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- Experience supporting production systems, including monitoring, troubleshooting and issue resolution.
- Good understanding of software development lifecycles, testing, deployment and documentation.
- Experience working with version control, CI/CD pipelines or modern DevOps practices.
- Ability to produce clear technical documentation, support information and implementation notes.
- Strong analytical and problem-solving skills.
- Ability to work effectively with business stakeholders, technical colleagues and suppliers.
- Ability to manage competing priorities and deliver to agreed timescales.
- Ability to explain technical issues clearly to both technical and non-technical audiences.
- Willingness to share knowledge and work collaboratively with other technical colleagues.
- Experience within legal or professional services environments would be advantageous.
- Experience with FastAPI, SQLAlchemy, Redis, Dash or similar frameworks and tools would be advantageous.
- Exposure to prompt engineering, retrieval-augmented generation, agentic solutions, vector databases or LLM optimisation techniques would be advantageous.
- Understanding of AI safety, data privacy, governance and responsible AI considerations would be advantageous.
- Experience with background workers, queues, asynchronous processing, Docker containers, monitoring or Infrastructure-as-Code would be advantageous.
- Practical and delivery-focused, with strong ownership, accountability and attention to detail.
- Curious about emerging technology, flexible, adaptable and willing to learn new skills.
- Collaborative, positive and able to balance innovation with governance, security and supportability.

The ***benefits***

With support, coaching and feedback from some of the most engaging colleagues around our great development and progression opportunities will reward your commitment and loyalty. We offer a competitive remuneration package where you'll be rewarded for your individual performance with an opportunity to receive an annual bonus.

In addition, we have a wide range of learning and development opportunities via our Learn platform to develop new skills and progress your career. Our My Flex comprehensive rewards package includes options covering annual leave (and the benefit of purchasing extra days), cycle to work, critical illness benefit, employee assistance programme, group personal pension, health care, season ticket loan and many more benefits (grade dependent). Finally, with Perks At Work/Home you can select a host of retail benefits that suit your needs alongside a Community Online Academy, free courses for all from fitness to coding to languages to hip hop dance.

We are ***Gateley***

We are forward thinking and straight talking, our approach is to find solutions to the problems that our clients face. Gateley is a legal and professional services group, we are a group of formidable experts in all areas of law and business. Passionate problem solvers, we get our kicks from finding the right answers and getting our legal and business clients where they need to be. We support more than 5,700 active clients, ranging from FTSE 100 companies to private individuals, in the UK and beyond. Being part of Gateley is not just about the expertise that you bring; it's about attitude too.

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The 'Gateley Story' is the story of our people and our culture. It is what has got us to where we are today as a successful business and it's the driving force behind the Gateley Team Spirit and the values that have shaped it. We have a set of shared internal values that capture what the Gateley Team Spirit is and this includes five elements that bind us all together as one Gateley: Ambitious for Success, Forward Thinking, Room to Breathe, Trusted to Do and Working Together. Every year across the group, we recognise members of our team that have gone and above and beyond and have lived these shared values. They are recognised at our annual Gateley Team Spirit awards.

Diversity, inclusion and ***well being***

Diversity, inclusion and well being is an important part of Gateley's culture and values. We recruit talented people from a diverse range of backgrounds and cultures, providing equal opportunities for all to join our team regardless of age, sex, race, sexual orientation, disability, or culture.

We create an exciting and rewarding place to work that aims to fulfil everyone's potential and together to achieve personal and business goals. We offer flexible working patterns to help our staff achieve a good work/ life balance and we encourage candidates seeking flexibility in their next role to apply for any of our vacancies.

We are proud to have been recognised by The Law Society as gold standard for our Diversity and Inclusion Charter and to be Stonewall Diversity Champions.

Additional Information

If you are successful in receiving an offer of a role with our company a variety of pre-employment screening checks will be completed. Our screening checks can include but are not limited to your eligibility to work, professional and academic qualifications, any criminal records, your financial stability and references from previous employers. The screening that takes place will be relevant to your role and will vary from role to role.











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