

Dstny – Operations Manager

As our platforms scale and our product portfolio expands, we are looking for an experienced **Operations Manager** to lead our operational excellence and ensure world-class service reliability, performance, and customer experience.

What we expect from you...

Your role

As Operations Manager, you will be responsible for the **end-to-end operational performance of Dstny's services**, leading a team of engineers and driving continuous improvement across reliability, automation, and service delivery.

This is a leadership role at the intersection of **SRE, DevOps, and platform operations**, requiring both strategic oversight and strong operational execution.

Key responsibilities

- Own the **availability, performance, and reliability** of all production services
- Define and manage **operational KPIs, SLAs, and SLOs**, ensuring clear visibility of service health
- Lead **incident management processes**, including escalation, coordination, and root cause analysis
- Drive a culture of **continuous improvement**, ensuring issues are resolved permanently
- Improve and scale **deployment, release, and change management processes**
- Establish and maintain **operational standards, runbooks, and documentation**
- Drive **automation and standardisation** to improve efficiency and reduce manual effort
- Ensure **security, access controls, and compliance readiness**
- Collaborate with **Engineering, Product, and Security teams** to align operational priorities
- Be part of the on-call rota for operational issues
- Manage and optimise a **24/7 on-call model** to ensure resilience and accountability

Leadership & team responsibilities

- Build, lead, and develop a **high-performing team of Operations Engineers**
- Be **accountable** for the On Call rota of the whole Operations team
- Set clear priorities, expectations, and performance standards
- Coach and mentor team members on **incident management and operational best practices**
- Foster a culture of **ownership, accountability, and continuous improvement**
- Encourage **knowledge sharing and cross-team collaboration**

What you bring

Core experience

- Proven experience leading **Operations, SRE, or platform engineering teams**
- Strong track record managing **cloud-native production environments**
- Deep understanding of **incident management, monitoring, and service reliability**
- Experience driving **operational improvements, automation, and efficiency gains**
- Strong stakeholder management and cross-functional collaboration skills

Technical expertise

- Strong knowledge of **cloud platforms (AWS and/or Azure)**
- Experience with **Kubernetes and containerised environments**
- Familiarity with **DevOps practices, CI/CD pipelines, and automation tooling**
- Experience with **monitoring and observability tooling** (e.g. Prometheus, Grafana)
- Understanding of **security principles and compliance frameworks**

Leadership profile

- Structured and **data-driven decision-making approach**
- Strong communication and stakeholder influencing skills
- Calm, pragmatic, and decisive under pressure
- Strategic mindset with focus on **scalability and long-term improvements**
- High ownership mindset with a bias for action

Nice to have

- Experience operating **large-scale SaaS platforms**
- Background in **telecoms or real-time communications**
- Experience working in **regulated environments** (e.g. ISO27001, GDPR)
- Exposure to **infrastructure as code** (e.g. Terraform)
- Experience building or scaling **SRE practices** (e.g. error budgets, reliability frameworks)

What we offer you...

A leadership role in a fast-growing European technology company

Ownership of mission-critical platforms at scale

A collaborative and international working environment

Competitive salary and benefits

<https://dstny.be/>