Position Description

Platform Engineer

Reports to	Location	Band	Date
Head of Infrastructure Services	Wellington	17	April 2024

Role overview

The Platform Engineer is responsible for the technical design, development, and maintenance of Education Payrolls Limited's platform as a service technology. The role manages and maintains production applications, including upgrades, patching, and troubleshooting. They collaborate across all Education Payroll's internal and external technical teams to complete day-to-day activities, deliver projects and troubleshoot incidents. They also ensure strong security practices are followed and implemented.

Key responsibilities and accountabilities

Software engineering	Develop, monitor, and maintain scalable infrastructure using the infrastructure as code approach.
	Support development teams to build and maintain continuous delivery practices.
	Contribute to platform architecture and design.
	Support automation of existing processes to streamline the code delivery process.
	Support DevOps practises and Agile methodology. Play an active role in embedding of Agile practice at Education Payroll.
	Supports embedding of Agile methodology at Education Payroll.
	Provide after hours on-call technical support for EdPay Services and payrun on a rostered basis.
	Contribute across Digital and Technology teams and support external stakeholders.
Client services	Provides subject matter expertise of system administration and configuration.

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	Provide third level platform support to Education Payroll internal teams. Respond to requests and/or needs of internal and external customers, including timely and accurate responses to queries. Train team members on Education Payroll's platforms where required.
Continuous improvement	Analyse data and trends to identify improvement opportunities and implement required change. Provides problem solving and analytical expertise by working with the team and wider EPL to develop solutions. Measure outcomes against benchmark data using post implementation reviews. Work with other software engineers to reduce waste and increase quality in overall software development lifecycle (SDLC).

Leadership expectations

The following Leadership expectations apply to this role.

Lead self	Demonstrate Education Payroll values: - Ako | Learning & improving - Mahi tahi | working together - Aro ki te kiritaki | Customer focus. Maintain positive relationships. Hold yourself accountable. Be agile and adaptive. Show courage.
Lead Education Payroll	
Customer orientation, continuous improvement and quality assurance	Consider the customer perspective, needs and satisfaction in all aspects of business strategy and operations. Approach operations with a continuous improvement mindset, working to enhance products, processes and services incrementally over time. Assure performance and quality objectives are being met through regular assessments and reviews. Take appropriate action where performance is below standard.

Required experience, skills and knowledge

To be successful in this position you will need:

- a bachelor's degree or equivalent experience in relevant technology fields
- working knowledge of cloud infrastructure (e.g. AWS, Azure) and experience using infrastructure configuration management tooling (e.g. Ansible)
- experience with container-based software deployment and management technologies (e.g. Docker, Kubernetes, OpenShift)
- enterprise knowledge in software development and integration (e.g. Angular, C#, Oracle).
- experience developing continuous delivery pipeline (e.g. Jenkins)
- solid skills and experience within Unix/Linux environments
- the ability to learn and adapt to new technologies
- great communication skills with the ability to collaborate with people from many different technical backgrounds
- experience with Git or other revision control systems.