POSITION DESCRIPTION

POSITION TITLE: **DevOps Engineer**

REPORTS TO: **Manager, Enterprise Platforms**

LOCATION: **Wellington**

Background

Solnet's Enterprise Platforms team is focused on enabling our customers to transform their traditional delivery and operations approaches, by empowering them to build and deliver high value software rapidly.

As a member of our team you will have many opportunities to contribute your ideas and help shape our service in a fast moving and rapidly evolving space.

You will join a dynamic environment and will work with highly respected and experienced colleagues. The role also offers the potential to work with cutting-edge technology, and to expand your skills in wider technical areas.

What we're looking for

We are looking for a motivated DevOps Engineer to join our fast paced and passionate engineers. However, we're not just looking for a person who brings great technical skills, but someone who will contribute to be a part of our great team culture. You will be responsible for helping design, operate and improve continuous delivery (CD) pipeline solutions. You will have exposure to on-premise and cloud-based solutions that make use of Platform-as-a-Service (PaaS) or Infrastructure-as-code (IaC) technologies. We have embraced the Agile methodology which gives you the opportunity to work closely with highly skilled developers. You'll fit the technical remit for this role if you have strong capabilities in:

- Automation, DevOps tooling and Continuous Delivery
- Cloud services (AWS or Azure)
- Platform as a Service, Infrastructure, and middleware

About Solnet

Solnet is a digital enablement company based in Wellington and Auckland, New Zealand. We provide software design and delivery, business to business advisory and consultancy services, enterprise software support, platform delivery (including cloud) and we provide awesome DevSecOps skills to our clients. We are passionate about how we engage with our clients, providing a good mixture of know-how, professionalism and fun.

The role

Your job will be to provide the technical knowledge and guidance needed to deliver the high standard of support required by our clients, both internal and external.

You'll need to possess a sound problem-solving approach as well as the ability to work as part of a team, but also without close supervision.

The role also offers the potential for exposure to cutting-edge DevSecOps delivery practises, automation technologies and cloud platforms.

Part of the role will be advising clients on the best practice for building or migrating a cloud platform and optimising existing client's integration and platform environments when possible.

Technical Skills & Experience

Essential

- Working experience with DevOps environments
- Demonstrable experience with Public cloud providers (e.g Azure, AWS)
- Demonstrable experience with open-source DevSecOps toolchain software (e.g. Git, Jenkins, Sonarqube, Nexus, Anchore or equivalents)
- Ability to come up with a solution and explain it to a team or client at a non-technical level
- Proficiency in Unix/Linux shell scripting and automation practises such as Ansible
- Working knowledge of Security and Networking, especially from a Devops & Cloud perspective

Desired

- Understanding of software support standards, processes, and tools (e.g ITIL)
- Experienced participation in Agile projects
- Experience creating infrastructure diagrams and process documentation

Major Activities and Responsibilities

- Participate as part of the internal Enterprise Platforms team as well as augmenting client teams as required (often on client sites)
- Provide technical resolution of client problems, including complex problem diagnosis and troubleshooting
- Liaise with project teams, subject matter experts and client technical contacts as required
- Perform operational or systems administration activities for client environments under an agreed support model or statement of work
- Attend client and internal meetings; be an active participant
- Work with other technical team members to design and deliver solutions for both client and internal system projects
- Act as a technical escalation and co-ordination point for high priority support incidents

- Become a part of the paid after-hours on-call roster as required by your line manager.
- Develop and maintain technical knowledge of supported DevSecOps practices, middleware, integration systems and infrastructure by developing expertise in appropriate products as agreed with the line manager
- Ability to estimate task/effort duration for work scoping purposes
- Develop and maintain knowledge of client technical environments by:
    - Performing paid client engagements
    - Familiarising yourself & developing all relevant client site documentation
    - Resolving client technical problems via telephone, remote connection or site visit.
    - Experience participating in and facilitating project based agile meetings

Key Performance Indicators

- Provide a proactive approach to improving client outcomes, for example show improvements in systems reliability, performance, or automation
- Maintain a great attitude to your work and represent Solnet's brand with professionalism
- Support is delivered to service level agreements and to client's expectations
- Deadlines, budgets and tasks allocated on projects are achieved
- Excellent feedback from clients and colleagues.

Qualifications

- Ideally a Computer Science degree or equivalent
- Ideally AWS Certified Solutions Architect – Associate level or above, or equivalent in Azure

Desirable Attributes

- Professionalism in work and conduct, take pride in your work and have passion for what you do
- Excellent technical skills in one or more specialist areas
- Strong client focus, emphasis on a team approach, but with a well-rounded mature approach to handling any situation
- Consultative approach, not afraid of taking the lead when discussing a solution with a client
- Is capable of talking to non-technical business stakeholders, bridging the technology and business needs
- Good commercial awareness
- Excellent written and verbal communication skills
- Ability to communicate pro-actively with clients, both external and internal
- Helpful nature
- Ability to relate with people at all levels but primarily at a technical level
- Work with minimal supervision, often on client sites while maintaining communication channels to appropriate Solnet representatives
- Willingness to learn.