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DevOps Engineer Position Description



College Department	Information, Communication and Technology
Job Title	DevOps Engineer
Tenure and Classification	Permanent 1.0 FTE, 48 weeks per year, Grade 4

Job Specification

CONTEXT AND BROAD PURPOSE OF THE POSITION

The DevOps Engineer is responsible for providing excellent customer service and technical support in the development and delivery of IT operations, infrastructure and services. This role requires a broad knowledge of both development and operations, including coding, infrastructure management, system administration, network administration, cybersecurity and DevOps specific capabilities. The DevOps Engineer plans change activities, acts as a key project resource, ensures the smooth daily operations of College infrastructure and services, supports the delivery of technical resources to IT-related curriculum operations and acts as a training resource to College staff and students as required.

This is a hands-on role suitable for a customer-focused candidate who demonstrates a can-do attitude and works closely with all members of staff, students and external community groups to deliver a high-quality experience of Information and Communication Technology infrastructure and services.

A review of the duties will be undertaken on an annual basis.

KEY RELATIONSHIPS

Internal:

- ICT Manager (Line Management)
- ICT Support Coordinator
- ICT Support Analyst
- AV/ICT Technician
- Casual ICT Support Staff (as required)
- College Leadership Team (CLT)
- Teaching and General Staff
- Students

External:

- Parents
- Members of One+
- Gleeson and Golden Grove High School Staff and Students
- Service Providers and Contractors

TERMS AND CONDITIONS OF EMPLOYMENT

- This is a 1.0 FTE permanent position, 48 weeks per year, Grade 4
- Hours of work will be 37.5 hours per week and will be negotiated start and finish times to allow flexibility for project implementations. Any overtime may be taken as time in lieu
- Flexible to work after hours and on weekends is essential



- The salary and conditions of this position are subject to the current Pedare Christian College Enterprise Agreement.

KEY CRITERIA *(areas of major responsibility and activity)*

Under the direction of the ICT Manager, the DevOps Engineer will:

- Operate, maintain, administer and support College software, systems, infrastructure and services to achieve the defined Service Level and Availability targets
- Develop, test, troubleshoot, maintain and document code and scripts as required to achieve automation, integration, workflow or process outcomes
- Monitor, investigate, isolate, remediate and report on alerts to maintain and improve the operational health of College systems and infrastructure
- Act as the primary technical support/engineering contact point for software, systems, infrastructure and services delivered to the College by external service providers
- Initiate and drive Problem Management and Change Management processes in collaboration with the ICT Support Coordinator
- Plan, create and raise for approval all disruption or change notifications for communication to the College community in collaboration with the ICT Support Coordinator and external service providers as required
- Contribute to the planning, testing, implementation, review, documentation and improvement of the College Backup Plan, Business Continuity Plan, Incident Management Plan, Cybersecurity Incident Management Plan and Information Security Testing Plan
- Contribute to and drive allocated responsibilities within the Continuous Improvement process
- Complete assigned project tasks in a timely manner
- Promptly attend to escalated Service Desk requests across the College campus
- Provide a welcoming, friendly, attentive Customer Service experience to students and staff who seek assistance through the ICT Service Desk
- Provide Level 2 Technical support including troubleshooting incidents with other ICT Staff
- In collaboration with Technology Teaching staff, deliver in-class specialist training and support to students on software design, coding and version control
- Provide general ICT training to College staff on the use of College systems as required
- Provide support and assistance to other Golden Grove Combined Schools ICT facilities as determined by the ICT Manager

Perform any other reasonable duties as directed by Management

Person Specification

Educational/Vocational Qualifications

- A degree in Information Technology, Computer Science or CyberSecurity and 3 or more years relevant industry experience
- Possess and provide a current WWCC Clearance
- Possess and provide a current Responding to Responding to Risks of Harm, Abuse & Neglect (Education Care) Certificate
- Possess and provide a current First Aid Certificate



Personal Skills, Abilities, and Aptitude

The Skills Framework for the Information Age (SFIA) provides a relevant and modern framework for the digital, IT and software engineering community. The SFIA identifies professional skills and levels of responsibilities.

This role operates at responsibility level 4, as defined below:

Autonomy

Works under general direction within a clear framework of accountability. Exercises substantial personal responsibility and autonomy. Plans own work to meet given objectives and processes.

Influence

Influences customers, suppliers and partners at account level. May have some responsibility for the work of others and for the allocation of resources. Participates in external activities related to own specialism. Makes decisions which influence the success of projects and team objectives. Collaborates regularly with team members, users and customers. Engages to ensure that user needs are being met throughout.

Complexity

Work includes a broad range of complex technical or professional activities, in a variety of contexts. Investigates, defines and resolves complex issues.

Knowledge

Has a thorough understanding of recognised generic industry bodies of knowledge and specialist bodies of knowledge as necessary. Has gained a thorough knowledge of the domain of the organisation. Is able to apply the knowledge effectively in unfamiliar situations and actively maintains own knowledge and contributes to the development of others. Rapidly absorbs new information and applies it effectively. Maintains an awareness of developing practices and their application and takes responsibility for driving own development.

Business skills

Communicates fluently, orally and in writing, and can present complex information to both technical and non-technical audiences.

Plans, schedules and monitors work to meet time and quality targets.

Facilitates collaboration between stakeholders who share common objectives.

Selects appropriately from applicable standards, methods, tools and applications.

Fully understands the importance of security to own work and the operation of the organisation. Seeks specialist security knowledge or advice when required to support own work or work of immediate colleagues.

Reference: <https://sfia-online.org/en/sfia-7/responsibilities/level-4>



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This role requires the following SFIA skills:

Category	Sub-category	Skill	Level of application
Strategy and architecture	Information strategy	Analytics (INAN)	Level 4
		Information security (SCTY)	Level 4
	Advice and guidance	Specialist advice (TECH)	Level 4
	Technical strategy and planning	Methods and tools (METL)	Level 4
Development and implementation	Systems development	Programming/software development (PROG)	Level 4
		Testing (TEST)	Level 4
	User experience	User experience evaluation (USEV)	Level 3
	Installation and integration	Systems installation/decommissioning (HSIN)	Level 4
Delivery and operation	Service design	Availability management (AVMT)	Level 4
		Service level management (SLMO)	Level 4
	Service transition	Change management (CHMG)	Level 4
		Configuration management (CFMG)	Level 4
		Release and deployment (RELM)	Level 4
	Service operation	System software (SYSP)	Level 4
		Security administration (SCAD)	Level 5
		Application support (ASUP)	Level 4
		IT infrastructure (ITOP)	Level 4
		Database administration (DBAD)	Level 5
		Storage management (STMG)	Level 5
		Network support (NTAS)	Level 4
		Problem management (PBMG)	Level 4
		Incident management (USUP)	Level 4
		Facilities management (DCMA)	Level 4
Skills and quality	Skill management	Learning delivery (ETDL)	Level 4
Relationships and engagement	Stakeholder management	Relationship management (RLMT)	Level 4
		Customer service support (CSMG)	Level 4

Experience:

- Experience building, operating, administering, maintaining and upgrading enterprise-class ICT devices, systems, platforms and infrastructure in an educational environment
- Experience delivering ICT services according to Service and Availability Level agreements within an ITIL-based IT Service Management framework
- Experience in coding, scripting and software development for integration across multi-vendor operating environments using Python, Swift, shell (bash, crosch, Powershell, etc) and SQL
- Experience developing, testing and delivering the digital transformation and automation of educational and business systems as a key member of a collaborative team



- Experience providing excellent customer service to staff and students in a technical role at an R-12 educational organisation, including in-class delivery of specialist training and support to students on software design, coding and version control
- Experienced, collaborative team player who can work well under pressure and with a good sense of humour

Knowledge:

- Deep working knowledge of computer systems, networks and related equipment, especially Linux, macOS, iPadOS, ChromeOS and Windows systems in a broad BYOD based environment.
- Deep working knowledge of virtualised environments, SaaS/PaaS/IaaS solutions and associated networking infrastructure and protocols in private & public cloud (AWS, Google & on-premise)
- Deep working knowledge of networking and data centre infrastructure including switches, wireless LAN, routers, firewalls, UPS, environmental monitoring, VoIP handsets & PABX, printers, LoRaWAN and a range of IoT devices
- Deep Working knowledge of the full device lifecycle utilising Mobile Device Management platforms, concepts and operations including application packaging, maintenance and deployment
- Good working knowledge of Coding, scripting and software development principles including Python, Javascript, Swift, bash, Powershell, SQL and related implementation and integration tools (GAM, GitLab, Docker, Ansible, etc)
- Good working knowledge of Cybersecurity practices and operations within an educational environment
- Good working knowledge of IT Service Management framework, practice, operations, documentation and review (ie. ITIL, FITS, etc)
- Knowledge of WHS principles and their application in the workplace

Professional Growth and Performance

Develop in conjunction with the ICT Manager, a Professional Growth Plan to review strengths, development areas and an action plan.