

Position Description (Employee)

Senior DevOps Engineer

Division	People, Performance and Technology
Business Unit	Technology and Digital Services
Grade/Band	Band 7
Date position description approved	December 2019

Council overview

At the City of Sydney our people are our most important asset and central to achieving our exciting and ambitious [Sustainable Sydney 2030](#) – developing a green, global and connected city. The City of Sydney works to build socially sustainable communities that support a more inclusive Sydney – a city that is also more connected, liveable and engaged.

From our high-quality facilities to local services and initiatives, we are dedicated to delivering the best city environment for business, work, living and recreation.

Council values

Our people are custodians of public trust and confidence. In recognising this, we are committed to building a high performing culture built on the values of collaboration, courage, integrity, innovation, quality and respect. These six core values guide everything we do at the City.

Primary purpose of the position

The Senior DevOps Engineer manages, maintains and further improves the utility of software products, facilities and technical environments through which services are delivered to the city’s staff, communities and stakeholders.

Key accountabilities

- Undertake reactive support activities including investigating and troubleshooting reported issues and planning, scheduling and managing product patches and releases within service support targets
- Undertake planned product management activities in accordance with lifecycle management plan to ensure products are kept current, secure, available and well documented
- Arrange and supervise services delivered under product support contracts and service level agreements to ensure delivery obligations are met and the value of service is maximised

- Amend product code, documentation and environments as required, to ensure they are fit for purpose and meet CoS and industry standards, where applicable
- Proactively manage products and environments so that reactive and repetitive workload is minimised
- Partner with Business Systems Owners to ensure the business utility of products is maximised
- Triage service requests and refer for delivery under appropriate channel
- Execute periodic testing of Disaster Recovery capabilities and update documentation as required
- Work with and advise project teams, who are developing or acquiring new products and services, to facilitate smooth transition to support
- Upskill in new methods and techniques to ensure currency and relevance in technology industry
- The position is expected to comply with the Work Health and Safety Act and associated legislation in the performance of all duties

Key challenges

- Maintaining documentation and consistency of processes within a high volume environment
- Ensuring high quality support services are delivered as set out in contracts and SLAs, given that skills shortages will exist for some products and platforms
- Maintaining effective partnerships within a structured management model

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> • Receive advice and report on progress towards business objectives and discuss future directions • Provide expert advice and contribute to decision making • Identify emerging issues/risks and their implications and propose solutions
Project Staff	<ul style="list-style-type: none"> • Active participation in discussions and make recommendation regarding product operations and handover deliverables
Stakeholders (Business System Owners, Developers)	<ul style="list-style-type: none"> • Understand business context sufficiently to provide advice and recommendations on product management issues and strategies • Optimise engagement to achieve defined outcomes • Manage expectations, communicate clearly, resolve issues
External	
Third Party Technical Resources and Account Managers	<ul style="list-style-type: none"> • Communicate needs, facilitate routine business transactions and access requirements • Supervise/review and approve work undertaken

Key dimensions

Decision making

The position is accountable for approving the quality and reliability of fixes developed, releases deployed and documentation developed.

The position is accountable for deploying releases with compliance to the CoS Change Control Standard and enacting specified activities under the City's Business Continuity Plan

Reports to

Product Support Manager

Number of direct reports

There are no direct reports

Number of indirect reports

The position also directs and supervises the activity of third party service providers and contractors.

Essential Knowledge, Skills & Experience

- Minimum five years of experience in web based application development and support in a substantial and high volume/pressure organisation
- Advanced .NET experience
- Intermediate capability with server management, familiar with T-SQL and common database management tasks
- Understand Systems development lifecycle, familiar with Continuous Integration/Continuous Delivery (CI/CD)
- Strong written skills to develop system and operational documentation and service management reports
- Strong verbal communication skills for effective liaison with, and clarity between, stakeholders, peers and staff
- Ability to work outside of business hours when necessary
- Tertiary qualifications with minimum bachelor's degree in computer science/engineering

Capabilities for the position

The City's capability framework outlines the capabilities everyone needs to work well in their role. They are expressed as behaviours that show expected knowledge, skills and our values. There are capabilities for **employees** and managers which provide clarity, common language and consistency.

Capability Group	Capability Name	Level
Personal attributes	Act with Integrity and Courage	Adept
	Demonstrate Accountability	Adept
	Manage Self	Adept
	Display Resilience and Adaptability	Adept
Relationships	Work Collaboratively	Adept
	Communicate and Engage Respectfully	Adept
	Community and Customer Focus	Adept
	Influence and Negotiate	Adept
Results	Deliver Quality Results	Advanced
	Create and Innovate	Intermediate
	Plan and Prioritise	Adept
	Think and Solve Problems	Advanced
Resources	Finance	Intermediate
	Technology and Information	Adept
	Assets and Tools	Adept
	Procurement and Contracts	Adept

**This profile is subject to an organisation-wide review of capability profiles. The final profile may vary slightly.*

Focus capabilities

The capabilities in bold are the focus capabilities for this position. The focus capabilities are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at a satisfactory level for a candidate to be suitable for appointment.

Group and Capability	Level	Behavioural Indicators
Personal Attributes Demonstrate Accountability	Adept	<ul style="list-style-type: none"> Is prepared to make decisions within own level of authority Takes an active role in managing issues in the team Coaches team members to take responsibility and follow through Is committed to safe work practices and manages work health and safety risks Identifies and manages other risks in the workplace
Personal Attributes Display Resilience and Adaptability	Adept	<ul style="list-style-type: none"> Is flexible, showing initiative and responding quickly to change Accepts changed priorities and decisions and works to make the most of them

		<ul style="list-style-type: none"> • Gives frank and honest feedback / advice • Listens when challenged and seeks to understand criticisms before responding • Raises and works through challenging issues and seeks alternatives • Stays calm and acts constructively under pressure and in difficult situations
Relationships Community and Customer Focus	Adept	<ul style="list-style-type: none"> • Demonstrates a sound understanding of the interests and needs of customers and the community • Takes responsibility for delivering quality customer-focused services • Listens to customer and community needs and ensures responsiveness • Builds relationships with customers and identifies improvements to services • Finds opportunities to work with internal and external stakeholders to implement improvements to customer services
Results Deliver Quality Results	Advanced	<ul style="list-style-type: none"> • Sets high standards and challenging goals for self and others • Delegates responsibility appropriately and provides support • Defines what success looks like in measurable terms • Uses own professional knowledge and the expertise of others to drive results • Implements and oversees quality assurance practices
Results Think and Solve Problems	Advanced	<ul style="list-style-type: none"> • Is able to draw on wide-ranging interests and experiences when facing new challenges • Thinks broadly about the root of problems before focusing in on the problem definition and solutions • Is able to discuss issues from different angles and project impacts into the future • Considers the broader context when critically analysing information and weighing recommendations • Involves diverse perspectives in testing thinking and solutions
Resources Assets and Tools	Adept	<ul style="list-style-type: none"> • Contributes quality information about council and community assets to asset registers • Prepares accurate asset maintenance and replacement costings in line with council plans and policies

		<ul style="list-style-type: none">• Is aware of asset management risks and actions to manage and mitigate these
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