Role Description
Senior Development Operations (DevOps) Engineer

Cluster	Customer Service
Department/ Agency	Department of Customer Service
Division/ Branch/Unit	Various
Classification/Grade/Band	Clerk Grade 9/10
ANZSCO Code	261313
PCAT Code	1336468
Date of Approval	February 2020

Primary purpose of the role

Responsible for establishing and operating the unit's platform and ensuring that all services are working and running optimally. This includes platform engineering, implementing service offerings, platform maintenance/administration and issue resolution to ensure best practice administration is embedded and products are fit for purpose.

Key accountabilities

- Actively contribute to and guide innovation in DevOps practices and incorporate agile delivery approaches and technologies to assist with the development and delivery of high-quality software
- Carry out and deliver efficient/repeatable platform engineering and application maintenance tasks through the orchestration and strategy-building tools to ensure optimal performance
- Assist in changes to software engineering and operations with the adoption of new technologies that benefit the delivery of automated, highly scalable systems and implement proactive monitoring, alerting, trend analysis across multiple components of the platform to ensure fit for purpose
- Deliver technical consulting and subject matter expertise to projects, including pre-project to ensure risks, interdependencies and exceptions are identified, mitigated or escalated and solutions are formulated in alignment with ICT strategy and architecture
- Deliver high level options, conceptual approaches, technical recommendations and estimates to support the transition of system designs into operation
- Assist in the development and maintenance of support strategies, operational standard procedures, performance strategies, robust configuration practices and automated processes to support informed decision making
- Provide coaching and mentoring to other team members to achieve high levels of performance in meeting project/unit objectives. This includes direct support to internal and external teams during various operations from deployment through to general production operational issues
- Draft timely, succinct reports and briefings for leaders, Executive Director and other senior managers; ensuring accurate records are maintained, and that responses to correspondence are timely and consistent with government and organisational protocols

Key challenges

- Maintaining the integrity of current services while implementing new strategic initiatives, given the complexity, size and scale of an environment which continually challenges the technical capability boundaries of both internal / external suppliers
- Working with a variety of stakeholders both internal and external to promote and support the adoption of technologies while supporting relationship management with government agencies, vendors and other groups that will automate, optimise and modernise the delivery of platforms and services
- Anticipating and managing contentious and sensitive policy, program and operational issues and coordinate and provide considered advice, whilst effectively driving change within the organisation, to ensure the transition to agile delivery practices

Key relationships

Who	Why
Internal	
Manager	- Escalate issues, keep informed, advise, receive guidance and instructions - Provide recommendations and inform through reporting any sensitive and emerging issues - Participate in meetings and discussions to share information and provide input and feedback
Work Team	- Support team members and work collaboratively to contribute to achieving the team's business outcomes - Participate in discussions and decisions regarding resolution of issues and implementation of innovation and best practice - Represent work group perspective and share information - Review work and proposals of team members
Direct Reports	- Guide, support, coach, mentor and manage performance - Review work and proposals to ensure integrity and accountability of decision making - Provide own perspective and share information - Work collaboratively with, inspire and motivate
Customer/ Stakeholders	- Provide a customer-focused approach to service delivery - Manage the flow of information, seek clarification and provide customer focused advice and responses to ensure prompt resolution of issues - Articulate the needs and requirements of the service and collaborate with to negotiate solutions, provide expert advice and regular updates. - Address/respond to queries to provide advice where possible, or redirect to relevant party for review and resolution
External	
Customers/	Respond and resolve queries, providing information and/or resources or redirect to the appropriate person or business unit if required

Who	Why
Stakeholders	▪ Develop and maintain effective working relationships and open channels of communication to provide and obtain information, and ensure effective management and implementation of expectations and standards ▪ Engage with, consult, seek clarification and provide advice and responses to ensure the prompt resolution of issues
Vendors/Service Providers	▪ Negotiate and approve contracts and service agreements ▪ Monitor provision of service to ensure compliance with contracts and service arrangements ▪ Contact to provide and gather information and resolve routine issues. ▪ Manage contracts, including communications and business requests to ensure contract compliance.
Industry professionals/ consultants	▪ Collaborate with and seek/maintain specialist knowledge/advice ▪ Participate in forums, groups to represent the agency and share information ▪ Participate in discussions regarding innovation and best practice
Other Government Agencies	▪ Participate in meetings and represent SRWS perspective ▪ Provide and share information, discuss and seek input on matters or issues
Industry and Industry Leaders	▪ Develop and maintain effective working relationships ▪ Collaborate with and provide expert opinion to on policy and regulatory design matters ▪ Advocate agency position, and influence and negotiate

Role dimensions

Decision making

This role has autonomy and makes decisions that are under their direct control as directed by their Manager. It refers to a Managers' decisions that require significant change to program outcomes or timeframes or are likely to escalate or require submission to a higher level of management. This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes. This role submits reports, business cases and other forms of written advice with minimal input from the manager.

Reporting line

Principal Product Owner or Manager

Direct reports

This role has no direct reports

Budget/Expenditure

As per the Customer Service Delegations

Essential requirements

- Satisfactory Criminal Record Check
- May be required to work after hours

Capabilities for the role

The NSW public sector capability framework describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.
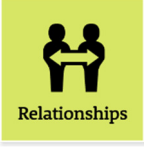
The capabilities are separated into **focus capabilities** and **complementary capabilities**.

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

FOCUS CAPABILITIES			
Capability group/sets	**Capability name**	**Behavioural indicators**	**Level**
Personal Attributes	**Manage Self** Show drive and motivation, an ability to self-reflect and a commitment to learning	• Keep up to date with relevant contemporary knowledge and practices • Look for and take advantage of opportunities to learn new skills and develop strengths Show commitment to achieving challenging goals • Examine and reflect on own performance Seek and respond positively to constructive feedback and guidance • Demonstrate and maintain a high level of personal motivation	Adept
Relationships	**Commit to Customer Service** Provide customer-focused services in line with public sector and organisational objectives	• Take responsibility for delivering high-quality customer-focused services • Design processes and policies based on the customer's point of view and needs • Understand and measure what is important to customers • Use data and information to monitor and improve customer service delivery	Adept

	Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers	
	Maintain relationships with key customers in area of expertise	
	Connect and collaborate with relevant customers within the community	
Work Collaboratively Collaborate with others and value their contribution	• Encourage a culture that recognises the value of collaboration • Build cooperation and overcome barriers to information sharing and communication across teams and units • Share lessons learned across teams and units • Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work • Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services	Adept
Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	• Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues • Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others • Take account of the wider business context when considering options to resolve issues • Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements • Implement systems and processes that are underpinned by high quality research and analysis • Look for opportunities to design innovative solutions to meet user needs and service demands • Evaluate the performance and effectiveness of services, policies and programs against clear criteria	Advanced
Technology Understand and use available technologies to maximise efficiencies and effectiveness	• Identify opportunities to use a broad range of technologies to collaborate • Monitor compliance with cyber security and the use of technology policies • Identify ways to maximise the value of available technology to achieve business strategies and outcomes • Monitor compliance with the organisation's records, information and knowledge management requirements	Adept

Occupation specific capability set

IIIII SFIA	**Delivery and Operations, Service Operations, IT Infrastructure** The operation and control of the IT infrastructure (comprising physical or virtual hardware, software, network services and data storage) either on-premises or provisioned as cloud services) that is required to deliver and support the information systems needs of a business. Includes preparation for new or changed services, operation of the change process, the maintenance of regulatory, legal and professional standards, the building and management of systems and components in virtualised and cloud computing environments and the monitoring of performance of systems and services in relation to their contribution to business performance, their security and their sustainability. The application of infrastructure management tools to automate the provisioning, testing, deployment and monitoring of infrastructure components	• Provides technical expertise to enable the correct application of operational procedures. • Uses infrastructure management tools to determine load and performance statistics. • Contributes to the planning and implementation of maintenance and installation work, including building and configuration of infrastructure components in virtualised environments. • Implements agreed infrastructure changes and maintenance routines. • Configures tools to automate the provisioning, testing and deployment of new and changed infrastructure. • Identifies operational problems and contributes to their resolution, checking that they are managed in accordance with agreed standards and procedures. • Provides reports and proposals for improvement, to specialists, users and managers	Level 4, ITOP
	Strategy and Architecture, Technical Strategy and Planning, Methods and Tools The definition, tailoring, implementation, assessment, measurement, automation and improvement of methods and tools to support planning, development, testing, operation, management and maintenance of systems. Ensuring methods and tools are adopted and used	• Provides advice and guidance to support adoption of methods and tools and adherence to policies and standards. • Tailors processes in line with agreed standards and evaluation of methods and tools. • Reviews and improves usage and application of methods and tools	Level 4, METL

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	effectively throughout the organisation	
Strategy and Architecture, Information Strategy, Information Security The selection, design, justification, implementation and operation of controls and management strategies to maintain the security, confidentiality, integrity, availability, accountability and relevant compliance of information systems with legislation, regulation and relevant standards	• Provides advice and guidance on security strategies to manage identified risks and ensure adoption and adherence to standards. • Obtains and acts on vulnerability information and conducts security risk assessments, business impact analysis and accreditation on complex information systems. • Investigates major breaches of security and recommends appropriate control improvements. • Contributes to development of information security policy, standards and guidelines	Level 5, SCTY
Delivery and Operations, Service Operations, Security Administration The provision of operational security management and administrative services. Typically includes the authorisation and monitoring of access to IT facilities or infrastructure, the investigation of unauthorised access and compliance with relevant legislation	• Maintains security administration processes and checks that all requests for support are dealt with according to agreed procedures. • Provides guidance in defining access rights and privileges. • Investigates security breaches in accordance with established procedures and recommends required actions and supports / follows up to ensure these are implemented	Level 4, SCAD

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Adept
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Adept
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
	Project Management	Understand and apply effective project planning, coordination and control methods	Intermediate