

Senior Operations Engineer

Department: Operations
Reports to: Operations Manager
Direct reports: None
Competency Level: Senior

The role requires performing systems and network administration and support duties to a high standard. Work will be directed by the Operations Leadership Team

The role involves a wide range of duties which may change from time to time, including those listed below,

Jobholder is accountable for	Jobholder is successful when
<p>1. Maintaining our systems and networks for Catalyst and Catalyst clients</p> <ul style="list-style-type: none"> • Applying operating system updates, and configuration changes, installing and configuring new hardware / software • Maintaining user account information and user packages • Maintaining security of systems and apply security updates • Performing back ups of data, monitoring of system logs and activity on servers and devices • Troubleshooting any reported problems and documenting resolution where useful • System performance tuning • Meet with development teams to advise and comment on systems or network design as required • Coordinating with development teams to plan and schedule releases of software updates 	<ul style="list-style-type: none"> • Operations Manager and other team members report positively on your work output. • Clients report positively on your work and timeliness. • Tasks are completed both accurately and on time. • Best practise is adhered to for all duties. • Documentation is maintained as appropriate and critical information is shared between team members and manager. • Time and work is managed with appropriate priority levels.
<p>2. Maintaining strong and professional communications with clients and other Catalyst employees</p> <ul style="list-style-type: none"> • Supporting management and other team members with document production as required • Maintaining effective lines of communication to employees, other team members and clients • Ensuring tidy and professional presentation when meeting with clients • Engaging with other Catalyst staff in order to generate both ideas and new work opportunities • Participating productively in regular team meetings 	<ul style="list-style-type: none"> • Confidentiality is maintained at all times. • Both verbal and written communications are clear, concise and accurate. • Client, manager and other team members provide positive feedback on communication style. • Jobholder models appropriate behaviour that represents Catalyst and Catalyst's values in all external engagements. • Both clients and Catalyst employees are communicated with in a fair, honest and open way.
<p>3. Carrying a pager when rostered and responding to notifications.</p> <ul style="list-style-type: none"> • Responding to alarms and taking appropriate action within agree time frames • Resolving issues, escalating where appropriate and 	<ul style="list-style-type: none"> • Notifications are responded to within time frames specified by your manager.

Jobholder is accountable for	Jobholder is successful when
<p>working with colleagues to manage and mitigate problems</p> <ul style="list-style-type: none"> Recording and maintaining information in the problem management system 	
<p>4. Working with your manager and other senior team members towards your continual learning and development.</p> <ul style="list-style-type: none"> Grow your understanding of technologies and methods Participate in relevant training events Set goals and targets for the further development of your career Take on new tasks as your role develops, as directed by your manager 	<ul style="list-style-type: none"> New and relevant knowledge or experience is gained via training or work experience, and is exercised in your day to day work. Goals and targets are met, both short and long term Referring to the Catalyst Competency Matrix, you progress to new levels of capability
<p>5. Mentoring and leadership of Catalyst employees.</p> <ul style="list-style-type: none"> Take a technical lead on projects Share knowledge across Catalyst using a variety of mediums – presentations, documentation, whiteboard sessions Guide fellow team members with your technical knowledge Collaborate with fellow team members to generate new ideas Be actively involved in learning new technologies, frameworks, systems and methodologies as needed Continuing to support the adoption of te ao Māori across the business Create an environment of inclusivity within the team. 	<ul style="list-style-type: none"> Other team members report positive experiences learning from the jobholder Jobholder leads and contributes towards open discussion Jobholder contributes to open source and the open source community in general, leading the way for other staff to do the same Has a basic understanding of Te Ao Māori and can adopt it as a way of working. Diverse groups are celebrated and are supported to succeed.

Skills and Requirements:

- Linux Systems
- Puppet, Ansible, Terraform, Kubernetes.
- LXC, Docker, KVM.
- PostgreSQL, MariaDB, MongoDB.
- ip/nftables
- NGINX, HA Proxy, Apache.
- Redis, Celery, RabbitMQ.
- Icinga 2, Prometheus, Elastic, Kibana.
- Catalyst Cloud (OpenStack), AWS (EC2 instances and all of the other 'services' that can be pulled together to create a stack).

Competencies:

- Clear and effective communication style.
- Effective communication with a range of audiences, including technical and non technical staff.
- Strong analytical and problem solving skills.
- Flexibility and adaptability.
- The ability to build rapport with clients and maintain relationships of mutual trust and understanding.