Griffith UNIVERSITY
Queensland, Australia

Position Title	Platform Engineer
Group/Portfolio	Digital Solutions
Classification	HEW 7
Position Number	00044173
Reports To	Product Manager- Workspace
Employment Type	Continuing/Fixed term

1.0   Position Purpose

Digital Solutions is a value-driven strategic IT partner focused on delivering leading digital experiences for our Students, Colleagues and Community. We work within a contemporary operating model and are modernising our technologies and ways of working to create value and build a digital future for Griffith.

Platform Engineers are accountable for ensuring high availability, resilience and security of platforms as well as business operations / services; incorporating automation to reduce repetition. They ensure continued successful operation of technology platforms, minimising any disruptions that can impact client experience. They perform operations activities for platforms such as managing availability, capacity, service levels, support, upgrades and patching. They also provide support to development and implementation through testing; systems integration, configuration and installation; and post implementation support. They actively contribute to the ongoing continual improvement of Platform Engineering practices, methods and tools.

2.0   Eligibility Requirements

- The occupant of this position will hold a relevant degree with at least 4 years' subsequent relevant experience.

3.0   Key Responsibilities

- **Specialist advice.** Actively maintains knowledge in one or more identifiable specialisms. Provides detailed and specific advice regarding the application of their specialism(s) to the organisation's planning and operations. Recognises and identifies the boundaries of their own specialist knowledge. Collaborates with other specialists, where appropriate, to ensure advice given is appropriate to the needs of the organisation.

- **Programming/software development.** Designs, codes, verifies, tests, documents, amends and refactors moderately complex programs/scripts. Applies agreed standards and tools, to achieve a well-engineered result. Collaborates in reviews of work with others as appropriate.

- **Testing.** Reviews requirements and specifications and defines test conditions. Designs test cases and test scripts under own direction, mapping back to pre-determined criteria, recording and reporting outcomes. Analyses and reports test activities and results. Identifies and reports issues and risks associated with own work.

- **Systems installation/decommissioning.** Undertakes routine installations and de-installations of items of hardware and/or software. Takes action to ensure targets are met within established safety and quality procedures, including, where appropriate, handover to the client. Conducts tests of hardware and/or software using supplied test procedures and diagnostic tools. Corrects malfunctions, calling on other experienced colleagues and external resources if required. Documents details of all hardware/software items that have been installed and removed so that configuration management records can be updated. Develops installation procedures and standards, and schedules installation work. Provides specialist guidance and advice to less experienced colleagues to ensure best use is made of available assets, and to maintain or improve the installation service.

- **Capacity management.** Monitors service component capacity and initiates actions to resolve any shortfalls according to agreed procedures. Applies techniques to control the demand upon a particular resource or service. Contributes to capacity modelling and planning. Supports the design of service component capacity.

- **IT infrastructure.** 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.

- **Systems integration and build.** Provides technical expertise to enable the configuration of software, other system components and equipment for systems testing. Collaborates with technical teams to develop and agree system integration plans and report on progress. Defines complex/new integration builds. Ensures that integration test environments are correctly configured. Designs, performs and reports results of tests of the integration build. Identifies and documents system integration components for recording in the configuration management system. Recommends and implements improvements to processes and tools.

- Support compliance with relevant legislation and University policies and procedures, including equity and health & safety and exhibit good practice in relation to same.

- Be a leading example of the principles and values embodied in the University's Code of Conduct, and behave, act and communicate at all times

to reflect fairness, ethics and professionalism.

4.0   Key Capabilities

- Griffith University identifies the attributes of resilience, flexibility, creativity, digital literacy and entrepreneurship as critical to our graduates' success, in the rapidly changing future world of work. We have established a Griffith University Capability Development Framework to provide a common language of some of the non-technical organisation skills that will support our staff to thrive now and into the future. The Capability Development Framework will assist you to understand the current skill level of this position in the non-technical but critical skill domains that are increasingly important in a changing workplace context.

    To read about some of the non-technical organisation skills for this position, please see the Leads Self section of our Capability Development Framework.