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| **Position Title** | Reliability Engineer |
| **Group/Portfolio** | Digital Solutions |
| **Classification** | HEW 7 |
| **Position Number** | 00052500 |
| **Reports To** | Lead Reliability Engineer, Reliability Middleware Integration |
| **Employment Type** | Continuing |

## 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.

## Reliability Engineers create a bridge between development and operations by applying a software engineering mindset to system administration topics. They split their time between operations/on-call duties and developing systems and software that help increase site reliability and performance. They build self-service tools for colleagues that rely on their services (e.g. automatic provisioning of test environments, logs, and statistics visualisation). They also collaborate closely with other engineers to ensure that the designed solution responds to non-functional requirements such as availability, performance, security, and maintainability. They contribute to the ongoing continual improvement of Reliability Engineering practices, methods and tools.

## 2.0 Eligibility Requirements

* + - The occupant of this position will hold relevant degree with at least 4 years' subsequent relevant experience; or an equivalent combination of relevant experience and/or education/training.

## 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.
    - **Software design.** Designs software components and modules using appropriate modelling techniques following agreed software design standards, patterns and methodology. Creates and communicates multiple design views to identify and balance the concerns of all stakeholders of the software design and to allow for both functional and non-functional requirements. Identifies and evaluates alternative design options and trade-offs. Recommends designs which take into account target environment, performance security requirements and existing systems. Reviews, verifies and improves own designs against specifications. Leads reviews of others’ designs. Models, simulates or prototypes the behaviour of proposed software to enable approval by stakeholders, and effective construction of the software. Verifies software design by constructing and applying appropriate methods.
    - **Programming/software development.** Designs, codes, verifies, tests, documents, amends and refactors complex programs/scripts and integration software services. Contributes to selection of the software development approach for projects, selecting appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches. Applies agreed standards and tools, to achieve well-engineered outcomes. Participates in reviews of own work and leads reviews of colleagues' work.
    - **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.
    - **Availability management.** Contributes to the availability management process and its operation and performs defined availability management tasks. Analyses service and component availability, reliability, maintainability and serviceability. Ensures that services and components meet and continue to meet all of their agreed performance targets and service levels. Implements arrangements for disaster recovery and documents recovery procedures. Conducts testing of recovery procedures.
    - **Release and deployment.** Assesses and analyses release components. Provides input to scheduling. Carries out the builds and tests in coordination with testers and component specialists maintaining and administering the tools and methods – manual or automatic - and ensuring, where possible, information exchange with configuration management. Ensures release processes and procedures are maintained.
    - **Systems software.** Uses system management software and tools to collect agreed performance statistics. Carries out agreed system software maintenance tasks.
    - **Application support** Maintains application support processes and checks that all requests for support are dealt with according to agreed procedures. Uses application management software and tools to investigate issues, collect performance statistics and create reports.
    - 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](https://intranet.secure.griffith.edu.au/employment/learning-and-development/specialist-programs/capability-development-framework#framework).