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| **Position Title** | Platform Engineer - Windows |
| **Group/Portfolio** | Digital Solutions |
| **Classification** | HEW 6 |
| **Position Number** | 00051664 |
| **Reports To** | Product Manager - Infrastructure as a Service |
| **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.

## Platform Engineers ensure continued successful operation of technology platforms, minimising any disruptions that can impact client experience. They are accountable for ensuring high availability, resilience and security of platforms as well as business operations / services; incorporating automation to reduce repetition. They perform operations activities for platforms such as managing availability, capacity, service levels, support, upgrades and patching. 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 subsequent relevant experience; or extensive experience and specialist expertise or broad knowledge in technical or administrative fields; or an equivalent combination of relevant experience and/or education/training.

## 3.0 Key Responsibilities

* + - **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.** Installs or removes hardware and/or software, using supplied installation instructions and tools including, where appropriate, handover to the client. Conducts tests, corrects malfunctions, and documents results in accordance with agreed procedures. Reports details of all hardware/software items that have been installed and removed so that configuration management records can be updated. Provides assistance to users in a professional manner following agreed procedures for further help or escalation. Reviews change requests. Maintains accurate records of user requests, contact details and outcomes. Contributes to the development of installation procedures and standards.
    - **IT infrastructure.** Carries out agreed operational procedures, including infrastructure configuration, installation and maintenance. Uses infrastructure management tools to collect and report on load and performance statistics and to automate the provisioning, testing and deployment of new and changed infrastructure. Contributes to the implementation of maintenance and installation work. Uses standard procedures and tools to carry out defined system backups, restoring data where necessary. Identifies operational problems and contributes to their resolution.
    - 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).