

Platform Engineer



Purpose

To provide scalable and resilient systems to enable Product teams to deliver services for our internal staff and customers. Tasked with implementing well designed systems and identifying technology and process improvement opportunities with a bias toward the reduction of risks to availability, latency and efficiency while enabling self-service for consumers.

Contribute to our DevOps culture, including shared responsibility for development and operations. Support building operational quality into the platform management process, and contribute to the operational management and monitoring of systems and platforms within their defined SLA targets

Role dimensions

- **Reports to:** Engineering Manager
- **Department:** Technology Services
- **Direct Reports:** No
- **Financial Authority:** N/A

Person specifications

- 3+ years commercial experience as systems admin, platform engineer or similar role
- Experience including but not limited to administration, design of Azure, AWS and VMware environments
- Experience using Infrastructure as Code tooling such as Terraform, Bicep and Ansible
- Experience managing applications infrastructure such as Kubernetes, service mesh solutions, log aggregation tools and secret management services
- Experience managing both Windows and Linux operating systems and applications

Role specific areas of responsibility

- Participate in day-to-day BAU activities including Request Management, Incident Management and Change Management to maintain scalability, stability and security of platforms. Partake in planning and execution of continual improvement initiatives and projects.
- Provide and maintain a robust platform for which teams will provide staff and customer facing services upon. This has an emphasis on providing autonomy and self-service for consumers
- Contribute to systems design with a bias toward the reduction of risks to availability, latency and efficiency.
- Actively seek out the reduction of toil by automating and/or eliminating repetitive tasks using Infrastructure as Code
- Participate in security management, specifically, ensuring a secure platform for consumers and in defining and measuring reliability metrics, specifically SLIs, SLOs and error budgets
- Contribute to and maintain design and operational support documentation & resources, including clear support procedures, standards & best practices guides
- Provide expert hands-on engineering technical support and guidance. This includes participating in a 24 x 7 on-call roster as required.

From time to time there may be additional activity not contained within this position description that the appointee is to complete in the interests of the role and their own personal development.

This position description provides a broad overview of responsibilities. The position description is a living document, and the Bank reserves the right to amend from time to time as required.