

POSITION DESCRIPTION

Senior Systems Engineer

EFT:	Full time, Permanent
Portfolio:	Technical Services/Systems Team
Reports to:	Manager – Systems Team

About Infoxchange

Infoxchange is a not-for-profit social enterprise that has delivered technology for social justice for 30 years. With over 130 staff across Australia and New Zealand we tackle the biggest social challenges through the smart and creative use of technology.

We work with community, government and corporate partners to solve family violence, homelessness, mental health and issues facing people with disabilities, the elderly, Aboriginal, Torres Strait Islander, Maori and Pasifika communities.

Our products and services are used by 8,800 organisations across the community sector. We provide the right tools to improve efficiency and deliver greater impact – from nation-wide case management and service coordination systems to IT services and advice for individual organisations.

Our community programs focus on digital inclusion – using technology to improve the lives of people experiencing disadvantage, driving social inclusion and creating stronger communities. We believe no-one should be left behind in today's digital world.

In November 2018, Infoxchange joined forces with Connecting Up to create Australia and New Zealand's leading not-for-profit dedicated to using technology to improve the lives of people experiencing disadvantage and the organisations that support them.

The integration brings together 150 staff members working to support more than 30,000 not-for-profits and over 2 million people in need each year across Australia and New Zealand.

Connecting Up has become a subsidiary of Infoxchange and will continue to trade as TechSoup New Zealand to serve the not-for-profit sector in New Zealand.

About the role

The Systems team is responsible for the technical design, configuration, operation, monitoring and support of the extensive networking and server infrastructure underpinning Infoxchange's multiple customer-facing applications and internal systems (including all related third-party services). The team focuses on leveraging modern automation and orchestration tooling (Gitlab, Docker, Kubernetes, ELK stack) to ensure highly available deployment pipelines.

We are looking for an individual with experience in infrastructure and network management, tooling, and automation to help with the architecture, implementation, and operation of our application environments. This role will be primarily focused on designing and deploying on premise compute, with a possibility to extend to a private/hybrid cloud environment in the future.

You will collaborate with multiple stakeholders, including development teams and product managers, to ensure high availability, high performance, high security, and scalability of our environments. You will be integral in advocating for Infoxchange's culture of trust, quality, high performance and open communication within the Infrastructure team.

Key working relationships

Internal

- » Technical Services Department
- » Product & Delivery Teams
- » Application & IT Support Teams

External

- » 3rd Party Service Providers (data centre, network services, etc.)
- » 3rd Party Vendors

Key duties and responsibilities

- » Build resiliency in our operations platform through a focus on service availability, performance optimisation, and security
- » Perform various activities related to the management of server infrastructure, including racking servers in data centres, installation/configuration of hardware and network devices, and relevant software patching
- » Design, build and support new infrastructure technologies and services, with a focus towards containerisation and automation
- » Reinforce a DevOps mentality (communication, collaboration, continuous integration and automation), including establishing feedback loops at all levels
- » Conduct root cause analysis on incidents and outages in order to identify actions that will prevent future occurrence of such incidents
- » Participate in compensated on-call rotation for after-hours support
- » Create and maintain accurate and clear technical documentation and procedures
- » Foster a culture of cross-skilling of team members through experimenting, learning, and growing together
- » Uphold and advocate for the values, beliefs, and principles as outlined in the *Technical Services Team Manifesto*

Key selection criteria

To succeed in this role at Infoxchange, you will have/be:

1. Strong knowledge and experience in UNIX/Linux environments
2. Experience with managing CI/CD pipelines
3. Experience working in and supporting a distributed production environment
4. Experience with networks and virtualisation
5. Experience with version control systems (Git)
6. Experience with configuration management and automation tools (e.g. Ansible, Chef, Puppet)
7. Experience with high availability storage clusters
8. Experience with database administration (backup, restoration, optimisation)
9. Understanding of cloud fundamentals and best practices, including containerisation and orchestration technologies, 12-factor applications, etc.

Employment conditions

- » Located at the Infoxchange Melbourne office
- » Terms and conditions as per employment contract.
- » Standard hours as per contract, with some flexibility required.
- » Must complete a criminal records check.