

# Job Description

10 March 25



## Cloud DevOps Engineer SBS Technology

Reports to: Cloud Platform Team Lead

Direct reports to this position: "N/A"

### SBS Values, Vision and Purpose

The Cloud DevOps Engineer is responsible for undertaking their work in a way that reflects SBS's Charter, Vision and Values and complies with relevant SBS policies, procedures and practices. At SBS, we expect you to be audience obsessed, be bold and brave, embrace difference, participate fully and ensure that we look out for one another. We are all working together to fulfil SBS's purpose and create a more cohesive society.

### Division Purpose – Technology

**SBS Technology** can be thought of as the 'engine room' of SBS. Our primary role is to enable and support the production, distribution, and transmission of content across television, radio, and online platforms. Our teams achieve this by working collaboratively to design innovative solutions and deliver end-to-end services for our business stakeholders.

Under the Technology Division, the Cloud DevOps Engineer works in the **Infrastructure Department** within the Cloud Platform Team which is responsible for supporting all of SBS's core infrastructure hosted in the Cloud and supporting key digital platforms and services. Cloud team builds and implements best practices for creating and managing infrastructure, empowers application teams to utilise Cloud to its maximum potential, and builds and maintains Continuous Integration and Delivery processes for SBS.

### Role Purpose

You will be a member of SBS's Cloud Platform team, which embeds themselves within Product Delivery teams responsible for SBS's online services including SBS websites and SBS On Demand. You provide the cloud, security and automation experience to ensure SBS's Product Teams have the cross-functional skills to deliver their services efficiently and effectively. Collaboration is key, so you'll often find yourself pairing with a team member with diverse skills and background to yours in order to make amazing improvements or solve wicked problems. As a Cloud DevOps Engineer you will have the opportunity to interface with key stakeholders to design and deliver solutions that directly impact both internal and external user-facing products.



## Main Responsibilities

### **Main tasks of the role**

- Enable Product Delivery Teams to adopt Cloud and DevOps Best Practices.
- Identify opportunities for improving the performance of SBS online systems and services.
- Identify opportunities for reducing SBS's cloud costs.
- Uplift the Cyber Security of SBS Online systems and services.
- Collaborate closely with Software Developers and QA Engineers who work on SBS products and services.
- Be part of the 24/7 support team that ensures SBS online services run smoothly.

### **Minimum requirements of the role (Insert e.g. years of experience; specialist qualifications/skills)**

- 5+ years total experience working in an engineering role with 3+ years experience with Public Cloud Providers esp. AWS
- Strong understanding of Internet Plumbing (CDN, proxies, DNS, TCP/IP stack, HTTP protocol, TLS certificates)
- Strong Experience with automating the deployment of Cloud based infrastructure (eg Terraform / CloudFormation)
- Strong Experience with automating the deployment of Applications (eg Ansible, Docker, Kubernetes, Serverless)
- Strong experience with Build and Release engineering practices - Git workflow techniques and CI/CD patterns
- Strong Experience with observability tools and services like Grafana, Prometheus, Elastic, NewRelic, and AWS CloudWatch
- Experience across different scripting languages (eg Golang, Python, bash)
- Professional level Certifications such as AWS Solutions Architect, AWS DevOps Engineer, Certified Kubernetes Administrator preferred

### **Key relationships with other roles and external stakeholders**

- Delivery Managers - keep relevant Delivery Managers across SBS up to date on work that impacts their teams and products
- Developers and QA - pair with Engineers to solve problems and share knowledge
- SBS Cyber Security Team - engage closely with the SBS Cyber team on Security risks, monitoring



and tooling.

- SBS OnDemand Team - many OnDemand systems have shared responsibilities across OD and EDS. this requires working closely across divisions to help deliver and support the SBS OnDemand Platform

Key Capability		
Capability	Level	Behaviour
<u>Collaboration</u>	Self	<ul style="list-style-type: none"> <li>• Displays a genuine intention to work co-operatively with others</li> <li>• Offers to help others achieve common goals</li> <li>• Makes an effort to understand the goals of others</li> <li>• Shares all relevant or useful information</li> </ul>
<u>Customer Focus</u>	Self	<ul style="list-style-type: none"> <li>• Follows through on customer/client inquiries, requests or complaints</li> <li>• Distributes useful and up to date information to the customer/client</li> <li>• Determines the needs of the customer/client through probing and listening</li> <li>• Provides friendly, helpful service to the customer/client</li> <li>• Makes sure there is a clear understanding of the customer/client's needs</li> <li>• Offers appropriate solutions to the customer/client</li> <li>• Prioritises work goals that impact the customer/client directly</li> <li>• Diffuses customer/client problems</li> </ul>
<u>Innovation</u>	Self	<ul style="list-style-type: none"> <li>• Generates original solutions to problems</li> <li>• Contributes to creative thinking and ideas</li> <li>• Makes suggestions to refine current processes and procedures to create optimum efficiency</li> <li>• Participates in the implementation of new processes and procedures that improve current performance</li> </ul>
<u>Organisational Awareness</u>	Self	<ul style="list-style-type: none"> <li>• Considers how their role impacts both the department and the business</li> <li>• Understands the impact of organisational policies/procedures on the department</li> <li>• Considers both the business and customer perspective on various issues</li> <li>• Identifies key drivers and commercial opportunities within their department</li> <li>• Uses financial reporting information to drive performance</li> </ul>



<u>Results Focus</u>	Self	<ul style="list-style-type: none"><li>• Drives to meet objectives and standards</li><li>• Identifies alternative possibilities when faced with obstacles</li><li>• Stays focused on tasks that require considerable effort</li><li>• Completes tasks within designated timeframe despite obstacles</li><li>• Perseveres with routine and repetitive tasks without sacrificing quality or excellence</li></ul>
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## Workplace Health & Safety

In relation to Work Health & Safety, you must comply with your safety responsibilities as detailed in relevant Acts, Regulations, Standards, Codes of Practice and the SBS Safety Management System (SMS)

All workers are required to:

- Take reasonable care for own safety and safety of others
- Cooperate with policies and procedures and directions from management with regards to health and safety
- Where hazards are identified, report them to line manager and take corrective action where able
- Report all work related incidents to line manager within 24 hours of occurrence
- Ensure workers, visitors and clients are :
  - made aware of their WH&S responsibilities
  - have received adequate safety induction and other WH&S information, instruction and training to enable them to conduct their work safely
  - follow safe work practices