Platform Engineer

Auckland

Team:	Technology	**Location:**	Auckland
Reports to:	Operational Technology Manager		
Role Type:	Permanent – Full Time – 40 Hours		

About Us

KiwiRail's Role in Aotearoa, New Zealand

KiwiRail, a proud State-Owned Enterprise, delivers sustainable and inclusive growth for our customers, communities, and people.

For more than 150 years, rail in New Zealand has connected communities, delivered freight and passengers around the country, and showcased our spectacular scenery to the world. Our purpose—Hononga Whaikaha, Oranga mo Aotearoa (Stronger Connections, Better New Zealand)—speaks to connection with our customers and the future needs of their businesses, connection with the communities we serve and operate in, and connection with each other. KiwiRail is carrying this legacy into the future, delivering connected rail and shipping transport services that create economic, social, and environmental value for New Zealand and New Zealanders.

Our Workplace

At KiwiRail, our values define the behaviour we expect from everyone. We have a team of over 4500 people, and every connection we make with each other, our union partners, our customers and all our stakeholders must be of the highest standard.

Safety, health, and well-being are our number one priority, ensuring our people return home safe and healthy every day.

About the Role

Purpose of the role

KiwiRail is in a phase of significant transformation to modernise and grow our rail and Interislander ferry services in Aotearoa.

The Information and Communication Technology Group (ICT), provides a wide range of ICT planning, implementation, operation and support services as a shared service to the KiwiRail Group.

The Cloud, Networks and Operational Technology (OT) team will help integrate and align software development, testing and operational activities while considering the ICT environment, design practices, cost and security compliance.

The Platform Engineer will be responsible for ongoing support and development for KiwiRail's platform infrastructure environment to ensure that the services are delivered to business needs and that KiwiRail is meeting security and compliance requirements. The role will lead and champion platform technologies including VMware ESX, Pure Storage, Cisco switches and routers and FortiGate firewalls.

Critical to the success of this role is the ability to cultivate and maintain effective working relationships across a wide variety of business and technical stakeholders.

Key Accountabilities

Within the area of responsibility, this role is required to:

- Build, create and monitor script servers and services to ensure ongoing support and development of platform environments, maintaining documentation on services to ensure robust knowledge base for platform environments
- Troubleshoot issues and proactively report and remediate problems before they become incidents, escalating to team manager where required
- Analyse and report on cost of services, identifying opportunities for optimisation of service costs
- Ensure automation of delivery of services with minimal manual intervention
- Ensure DR capabilities are catered for, test and tried, and delivered to the business owners' expectations
- Ensure that all implementations are within architecture guidelines and standards
- In collaboration with Cloud, Networks & OT team, provide 24/7 support incident management for cloud, networks and OT when and where required
- Actively engage with technical leads for BAU and project delivery
- Help to integrate software development, testing and operational activities while considering the IT environment, design practices, cost and security compliance. Conduct short-term and long-term network architecture planning to meet current and expanding business requirements
- Consistently provide high quality work in a deadline driven environment, accomplishing tasks both independently and collaboratively
- Drive continual improvement across platform environments and contribute to a culture of continuous improvement within ICT, by applying lessons learned and innovative ways of working
- After hours on call

Key challenges

- Managing complex and sensitive issues in a fast-paced high demand environment
- Ensuring ongoing collaboration with a wide range of stakeholders and managing expectations

Key Relationships Here are the key relationships relevant to this role		Manage /Lead	Deliver to	Collaborate with	Advise or inform
Internal	Operational Technology Manager		✓		
	ICT Application Managers			✓	
	Business Managers			✓	
	Architecture Team			✓	
	Finance			✓	✓
	Operations			✓	✓
	Technical Leads			✓	
	ICT Services			✓	✓
	Engineering			✓	✓
	Train Control			✓	✓
External	Outsourced Partners			✓	
	3rd Party Vendors			✓	

What you will do to contribute

Health Safety and Wellbeing	• Promote a culture of safety and wellbeing within your team • Respond effectively to safety incidents and near-misses • Support team members' physical and mental health
Customer Focus	• Provide a positive customer experience • Support a customer-focused culture at KiwiRail • Know our services well and explain them to customers • Respond quickly to customer needs • Develop solutions to meet customer requirements • Solve complex customer issues • Work with colleagues to improve customer outcomes
High Performing Teams Skills	• Set clear performance standards aligned with KiwiRail's goal • Build a supportive and cooperative team environment • Provide timely and constructive feedback • Actively seek diverse perspectives in problem-solving • Identify opportunities for coaching and mentoring
Commercial Acumen	• Plan and monitor resource allocation to achieve team objectives • Consider financial implications when making recommendations • Understand and comply with procurement guidelines • Work with suppliers to ensure quality outcomes • Recognise how financial decisions impact KiwiRail's overall position
Role specific domain	• Follow governance frameworks and systems • Identify and address governance issues early •
Role specific domain	• Choose and adapt appropriate risk management frameworks • Identify and forecast risks, issues, and opportunities in projects •
Role specific domain	• Apply asset management policies • Implement asset management frameworks •

Decision Making

The position is accountable for decisions related to tickets assigned to them and all project operational objectives and for the provision of advice to project team members and relevant stakeholders on day to day operational decisions.. They are expected to consult with wider team members & KiwiRail stakeholders when necessary and comply with KiwiRail's Policies and Procedures as part of the decision-making process.

Human Resources Delegations	Nil
Direct reports	0
Finance Delegations	0
Budget (operating and capital)	0
Travel Delegations	Nil
Statutory powers	Nil

Physical demands and the nature of work

This role is administration-based and requires:

- prolonged sitting and high computer usage
- limited walking, standing, twisting, bending (at the waist), crouching (bend knee)
- carrying of laptop and paperwork when alternating between home and office
- Install\replacement of server and switch equipment in the datacentre, including cabling.
- Replacement of kit at sites
- May require travel to different KiwiRail Offices and Sites

Your role may include other tasks suited to your level, as your manager directs. This job description shows your current duties. We'll review and update it with you if your responsibilities change.

About you

Knowledge and experience

- You will have 5+ years' experience working with platform infrastructure and technologies such as VMware ESX, HyperV, Pure Storage, Cisco switches and routers and FortiGate firewalls
- You will have experience supporting Infrastructure & Network services in an Enterprise environment
- You will have networking experience
- You will be able to demonstrable experience in scripting and usage of templates
- You are an explorer, independent thinker, analytical, highly motivated and self-directing
- It is desirable that you have 7 + years technical IT/IS experience
- It is desirable that you have prior experience with Azure
- It is desirable that you have experience in Agile environments
- It is desirable that you have prior experience with AWS

Ways of working / Work-related qualities

- You communicate well at all levels
- You make good decisions and are politically aware
- You're flexible and practical
- You focus on customers' needs
- You have a commercial mindset
- You value diversity and help create an inclusive workplace

Other Requirements

- You can pass regular drug and alcohol screenings
- You have a current and valid NZ Driver's Licence

Qualifications

You need either:

- Tertiary level qualification in computer science or similar
- ITIL training
- Either VMware Certification or CCNA certification
- Azure certification
- Knowledge of tools such as Terraform & Kubernetes
- Good understanding of datacentre, networking, release management, automation and testing
- Experience with Pure storage

CREATING STRONGER CONNECTIONS

KiwiRail