



POSITION DESCRIPTION

Position Title	Web Ops Engineer	Position No.	S500018185
Team	Product & Content Technology	Classification	Technologist
Department	Digital Product Engineering	Schedule Roster Cycle	Schedule A 2 Week Rostered
Location	Ultimo	Band / Level	Band 7
Reports to	Reporting to Snr Engineering Manager	HR Endorsement	3/09/2019

Purpose

Support ABC Audience Facing Digital Product teams by designing, implementing and automating delivery systems for digital services on web, mobile and streaming media.

Key Accountabilities

- Provide operational support to users of ABC digital product systems including content distribution and publishing systems, mobile services and streaming media services.
- Assist in the implementation of infrastructure and services for the delivery of ABC content on digital platforms including web, mobile and streaming media.
- Improve system reliability and quality through monitoring, reporting and fault resolution on supported platforms. Identify opportunities to improve efficiency by automating existing processes.
- Maintain detailed technical knowledge of ABC Digital Product systems and services including an understanding of business usage. Assist in the development and maintenance of technical standards and support documentation.
- Prioritise and resolve support issues of varying severity within expected time frames. Plan and carry out tasks to ensure timely delivery of services.
- Cooperate with any reasonable instruction, procedure or policy relating to safety and take reasonable care for your own safety and that of other people who may be affected by your conduct while at work. Additional WHS responsibilities apply to Managers and Supervisors, Team Directors, and other Officers.

Key Capabilities/Qualifications/Experience

1. Relevant tertiary qualifications, industry certifications and/or industry experience are highly desirable. Current knowledge and a keen interest in the Internet and media industry.
2. Significant problem-solving skills including an ability to investigate diagnose and solve complex web content and streaming media delivery problems. Demonstrated experience in supporting the online delivery of content and applications including content management systems, search engines, message boards and other web site services.
3. Experience using Amazon Web Services (AWS) products and supporting Linux and “LAMP” based systems is highly desirable. Proficiency in common scripting languages such as Python, Perl, Shell or PHP is desirable.
4. Experience supporting and managing products delivered by CDN services such as Akamai for the delivery of streaming media and web assets is highly desirable.
5. Experience with common DevOps tools such as Datadog, Puppet, New Relic, JIRA, Confluence, Bamboo, Maven or Jenkins is highly desirable.





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6. Strong communication skills with proven ability to communicate effectively with a range of stakeholders including product & project managers, producers, content makers and technical staff.
7. Demonstrated ability to work in a team environment. An understanding of Agile project management processes is desirable.
8. **Principles:** Demonstrated commitment to the ABC Principles of We are ABC, Straight Talking, People Focused, Accountable and Open & Transparent.
9. **ABC Policies:** Understanding of the relevance and scope of ABC policies and the ABC Principles and a commitment to adhere to these; particularly in relation to complying with health, safety and wellbeing requirements in the workplace and acting in accordance with the ABC Principles.
10. **Diversity and Inclusion:** Ability to communicate effectively and build relationships with people from a range of diverse backgrounds