

Virgin Australia

Position Description



Position Snapshot

Position Title: Cloud Engineer

Business / Division / Department: Information Technology/Digital & Emerging Technology

Location: Brisbane, Head Office

Reports to: Domain Architect

Direct Reports: N/A

Classification: Level 2

Employment: Full Time

Date: December 2018

Overall Impact Statement

We are passionate about Championing Better and believe who you are and how you show up is as important as what you do.

The Digital and Emerging Technology team is responsible for delivering innovation projects from ideation through to full development, supporting the digital strategy throughout the Virgin Australia business.

The role of Cloud Engineer is to interact with DevOps teams to build, support and maintain highly reliable, scalable and secure platforms in Public Cloud environments.

In your role, you will be responsible for:

- designing and implementing Cloud services for new business solutions and the migration of existing systems to the Cloud
- automating the processes for deploying and updating Cloud services
- providing the blueprints, guide-rails and advice to support the consumers of Cloud services

taking initiative to continuously optimise Cloud services

Organisation Context

Virgin Australia Group is a major Australian airline group which includes Tigerair and operates domestic and international regular passenger services, charter and cargo services and the loyalty program Velocity Frequent Flyer. It is proud of its reputation for exceptional customer service.

The Group employs around 10,000 team members in Australia, New Zealand, the United States and the United Kingdom. We pride ourselves on recruiting the right people into the right roles and we're always looking for team members in all specialties to join our award winning team.

Virgin Australia Group team members are passionate believers in better. When we live our shared values, we can do things that most people would think impossible.

As a result, every person that we come into contact with; our guests, our customers, our colleagues and the community will feel and experience better outcomes, based on the interactions we have with them.

Key Accountabilities

Accountability	Major Activities	Key Metrics
Financial	<ul style="list-style-type: none"> Ensure Cloud solutions include controls to avoid unnecessary costs Provide estimates for Cloud services deployment and ongoing operating costs 	<ul style="list-style-type: none"> Projects and infrastructure programs delivered on budget Cloud Operating expenses
Safety	<ul style="list-style-type: none"> Consideration of safety impacts when developing system and infrastructure roadmaps Adhere to safety standards, operating procedures, policies and regulations. Abide by and promote appropriate safety behaviours expected by the business 	<ul style="list-style-type: none"> Recognition where system/infrastructure changes may cause safety impacts and put in place measures to mitigate All company applications and infrastructure complies with relevant legislative and regulatory requirements. Personal compliance and completion of corporate safety training
Operational	<ul style="list-style-type: none"> Developing Cloud solutions that adhere to industry best practices and Virgin Australia's guidelines and strategy. Provide viable Cloud solution designs – secure, scalable, reliable Active contribution and participation in cross-functional teams, adhering to agreed development model (Agile, DevOps, etc). In conjunction with the IT leadership team, develop, communicate and maintain Cloud standards, ensuring alignment with the broader Virgin Australia strategy 	<ul style="list-style-type: none"> Level of quality and stability in Cloud services deployed, as reviewed by team leaders and members Accuracy of solutions developed for corresponding requirements Level of participation in collaborative solution designs.
Customer	<ul style="list-style-type: none"> Actively seek and maintain productive relationships with relevant business areas and stakeholders to ensure 	<ul style="list-style-type: none"> Level of customer focus and understanding of customer requirements and

	<p>internal and external customer centricity drives all decision making</p> <ul style="list-style-type: none"> • Actively review customer and stakeholder's feedback to ensure solutions continue to deliver required outcomes • Provide advice and coaching to DevOps teams 	<p>performance metrics.</p> <ul style="list-style-type: none"> • Positive feedback from stakeholders around both engagement levels and degree to which solutions meet customer's requirements
People	<ul style="list-style-type: none"> • Engage as an active member of the team and the broader Department with an achievement orientated attitude that reflects the vision, values and customer focus of Virgin Australia 	<ul style="list-style-type: none"> • Staff performance as measured through annual performance agreement. • Level and quality of stakeholder feedback.

Key Requirements

Essential

- Extensive knowledge of Cloud services and Infrastructure management practices (Linux and/or Windows)
- Degree in Information Technology, Computer Science/Engineering (or equivalence)
- Expertise in scripting languages such as BASH, Python and Ansible, Chef
- Exceptional Linux and/or Windows skills
- Extensive experience in automation of deployment pipelines, including automated testing of builds
- Experience in utilisation of CI/CD tools including Git, Jenkins, Puppet, Chef, Ansible, Cloud Formation
- Highly effective written and verbal communication skills
- Experience with DevOps, Agile (Scrum and Kanban) and waterfall development

Desirable

- AWS or equivalent certification in:
 - Solution Architecture
 - SysOps
 - Security
 - Advanced Networking
- Experience working in containerised environments (Docker/Kubernetes)
- Team leading/coaching
- Experience working in an environment with a high workload and competing priorities
- Airline/travel technology experience

Key Interactions

Internal

Head of Digital & Emerging Technology, Software Developers/Architects, Technology Specialists, project and other internal stakeholders

External

3rd Party Systems / Service Vendors; Cloud Technical Account Managers

Virgin Australia Leadership Standards

Standard	Level 2 Behavioural Descriptors
Passionately VA	<ul style="list-style-type: none"> • Initiates customer centric solutions • Supports initiatives to improve policies, processes and customer interactions • Seeks and identifies opportunities to surprise and delight both internal and external customers • Recognises ideas of all stakeholders and encourages innovative approaches • Expresses own point of view and challenges basic assumptions • By example, sets the direction for team members regarding safety performance and following procedures
Desire to be Better	<ul style="list-style-type: none"> • Takes into consideration the impact to customer experience when making decisions • Applies learning from previous experiences to improve future approaches and solutions • Seeks and provides feedback and opportunities to learn, valuing contribution of self and others • Identifies issues in existing systems and processes that may not be obvious to others • Challenges the status quo and offers progressive ideas and solutions • Actively seeks out risks to safety and resolves as a priority
Collaborates	<ul style="list-style-type: none"> • Promotes understanding of VA's purpose and strategy and how the team's work contributes to its achievement • Actively seeks opportunities to partner with others to achieve extraordinary outcomes • Builds trusting, cooperative partnerships, supporting others in challenging situations • Builds rapport and proactively strengthens connections with others • Embraces collaboration by connecting with others across different functions within VA
Inspires Team	<ul style="list-style-type: none"> • Encourages others to bring whole self to work and contribute freely to achieving our vision • Builds empathy and understanding of different people, integrating diverse perspectives into approaches and outcomes • Facilitates interactive discussions, actively listening and reaching agreement through flexibility and compromise • Promotes and encourages excellence, growth and autonomy in self and others • Shows personal accountability for achievement of job-specific outcomes
Creates Future	<ul style="list-style-type: none"> • Embraces change, seeing it as an opportunity to drive business improvement • Acts as a change advocate, sharing information and promoting change to others • Demonstrates persistence and perseverance in the face of obstacles • Considers whether short term goals support long term objectives and consequences • Displays and drives resilience and flexibility, remaining focused on achieving outcomes whilst remaining safe
Drives Results	<ul style="list-style-type: none"> • Recognises the implication of organisational issues, identifying potential impact on achievement of own results • Identifies the processes, tasks and resources required to achieve an outcome and plans accordingly • Communicates key objectives within own area to deliver results aligned to business strategy • Tailors messages for maximum impact • Uses data to drive continuous improvement to processes, outcomes and safety