

SENIOR DEVOPS MANAGER

Job Description

CASTLEPOINT SYSTEMS

Canberra, ACT
London, UK

Phone 1300 996 905
Email info@castlepoint.systems



SENIOR DEVOPS MANAGER JOB DESCRIPTION

Contents

Summary	3
Company background	3
Position Overview	4
Skills and Experience	5



Summary

Job Title	Senior DevOps Manager
Job Type	Full-time, permanent; flexible work hours available
Location	On site in the Canberra office at Bruce; provision for some remote work
Reports to	Chief Technology Officer
Remuneration	\$160,000.00 to \$180,000.00 per annum excluding superannuation

Company background

Castlepoint technology provides command, control, and compliance over all information, in every system, through a single pane of glass. Castlepoint reads, registers, classifies, and manages information from all systems in a network, using Artificial Intelligence.

Castlepoint Systems is committed to ensuring that our operations are conducted ethically, in accordance with applicable laws and best practices, and in the best interests of our clients, our community, and the environment. Our vision is to make the world a better place, by changing the way organisations manage information, so that people, communities, and companies are safer and smarter. Our core values are ethics, hard work, and integrity.

We have committed to becoming an employer of choice, one that attracts likeminded, hardworking people through flexibility and other real, developmental benefits that improve the lives of our staff. We are a feminist company, and believe strongly in supporting men and women to take equal roles in the workplace and at home. We enforce pay equity, and pay superannuation throughout parental leave. We seek to employ people who represent community demographics, including younger and older people, indigenous people, migrants, people with a disability, and LGBTQIA+ people. We have a formal Human Rights Policy addressing how we will support our staff, which is aligned to the United Nations sustainable development goals.

To help ensure that our employees can enjoy a high standard of living, we remunerate our employees at above the market rate for their skills, qualifications, and experience level. We then invest heavily in our people with formal Development Plans, reviewed twice-yearly, committing to internal mentoring, paid training, and other development opportunities with a goal of continually increasing their marketability. As employee skills increase, we assign more responsibilities, and we then adjust their wages and titles upwards commensurately. We also support employees to develop skills and experience in areas not directly related to their roles if they have an interest in those types of development. We have a policy of salary transparency for all employees, including the Executive, to help combat unconscious bias and foster gender equality.

Castlepoint also supports our employees with an Employee Assistance Plan, and skilled HR professionals with experience in mental health and workplace cohesion. We support our staff to practice religious and cultural observance during work time using flexible working arrangements, and to be free of discrimination based on their beliefs. We encourage communication between all areas of the business, and provide regular updates from the executive team on company activities and initiatives. We encourage two-way communication between employees at all levels and with the senior management team.



Position Overview

Primary purpose of the position

The Senior DevOps manager is the key resource in the success of our product. In this role, you will ensure that the high quality and security standards of the software are maintained through rapid change and enhancement cycles. You will work closely with the CEO and CTO to prioritise the pipeline of features, and be an active and engaged leader of your team.

Your team includes motivated, diligent, and skilled individuals, who will look to you to drive technical excellence across development, test, engineering, deployment, support, reporting, and sustainment domains. Our product is an AI solution, using microservices in a containerized, highly available architecture, both on premises and in the cloud. You will ideally have experience in our key technology stack, including Linux, Docker/containers, public cloud, Microsoft C#, JavaScript, Python, JQuery, VueJS, and MongoDB/NoSQL. You will manage the workflow in Azure DevOps, and oversee client tickets in Freshdesk. Your most important skillset, however, will be managing a team, and managing the SDLC and DevSecOps.

You will have the opportunity to design and manage the DevOps and DevSecOps process in the company in your ideal way, and build the team. Once you bed in the processes you will be motivated to spend time seeking opportunities for continuous improvement. You will also have the skills, and the mindset, to get your hands on the tools and help with technical outcomes where required. You will always have an eye on quality, and will take proactive and preventative steps to reduce risks and find efficiencies.

You will liaise with some external stakeholders, including contractors, client technology teams, and our key partners. You will have an open and friendly communication style, be highly professional, and both internal and external contacts will find you to be reliable, responsive, and organized.

Key Challenges

The company is growing extremely quickly, and demand from new clients and partners is very high. New implementations are frequent, and clients rely on the system for many key business activities. As clients start using the software in more and more areas of their organisation, new use cases arise, and new features are added to the pipeline. It's vital that the solution is reliable and stable, but it is also critical to keep supporting clients with new features as quickly as they can be added.

The team is still small, and we are now recruiting for more technicians. You will be entering the company in a time of significant change, and will need to guide and mentor both new and existing team members as the whole organisation adapts and grows.

Ideally, you will have some government experience, and a security clearance at Baseline or above. This is not an essential requirement, but a large proportion of our client base is Federal Government. It will help to have some experience working with this type of customer, and within its constraints.



Duties and Responsibilities

Responsibility	Breakdown of Tasks	Outcomes/Measures
Lifecycle Management 30% time/effort	<ul style="list-style-type: none"> • Risk, issue and change control • Oversee the SDLC • Manage CI/CD pipeline • Manage client ticket system • Manage branching and releases • Integrate SDLC and operations • Manage control of the CMDB • Evaluate technology choices • Analyse and approve changes • Prioritise bugs, features, changes • Oversee knowledge management • Oversee Azure DevOps system 	Builds and deployments are well tested, approved before release, and aligned with priorities Pipeline is managed effectively Documentation is complete, current, and correct
Team Leadership 25% time/effort	<ul style="list-style-type: none"> • Assign and monitor work • Review designs and code • Monitor quality and performance • Mentor and support team members 	Work is distributed appropriately Team contact is frequent
Strategy and Planning 10% time/effort	<ul style="list-style-type: none"> • Provide input to DR planning • Provide input to pricing and costs • Provide input to architecture • Market scanning and evaluation • Assist with resource planning • Implement standards/best practice • Update KPIs and SLAs 	Plans are evidence-based and well researched Engagement with the Executive is proactive
Development/Engineering 15% time/effort	<ul style="list-style-type: none"> • Troubleshooting and RCA • Coding support and guidance • Engineer support and guidance 	Technical outputs are of high quality
Continuous Improvement 20% time/effort	<ul style="list-style-type: none"> • Identify technology improvements • Identify process improvements • Design and implement automations • Design and advocate for changes • Input to quality and security management systems 	Opportunities for improvement are identified, triaged, and planned frequently and proactively

Skills and Experience

Qualifications:

- Relevant University or equivalent degree in technology or engineering (**essential**)
- Relevant DevOps, Agile, or related certification/s (**essential**)
- Australian Government Security Clearance (**desirable**)



Experience:

- 5 years or more previous experience in a similar DevOps leadership role (**essential**)
- 7 years or more experience working as an engineer and/or developer (**essential**)

Skills:

Knowledge, skills, and abilities	Essential	Desirable
DevOps and CI/CD pipeline management skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
DevSecOps management skills	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Agile/Lean/Kanban development skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Team leadership skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Technical skills with public cloud technologies	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Technical skills with container technologies	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Technical skills with microservices	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Technical skills with Linux infrastructure	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Technical skills with one or more of C#, JavaScript, Python, JQuery, VueJS	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Technical skills with MongoDB/NoSQL	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Technical experience with Artificial Intelligence and Machine Learning	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Technical experience with security software and protocols	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Experience establishing and using automation tools	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Experience using Azure DevOps	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Experience using FreshDesk or ZenDesk	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Experience with product management for SaaS, RegTech, and/or AI	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Experience working with government or regulated industry	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Strong written and spoken communication skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Strong stakeholder management and customer satisfaction skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>