KiwiRail | Position Description

Junior Integration Specialist
Group ICT

Purpose:

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 ICT team helps to ensure that KiwiRail's technology systems are seamlessly integrated to support information flows between systems in a structured and controlled manner. The team is responsible for 24/7 support incident management for integration services when and where required.

The purpose of the Junior Integration Specialist role is to work as an integral part of the integration team to provide ongoing support and development of integration services and monitor services working within an integration framework.

Health and Safety is critical to the success of KiwiRail and ensuring that every staff member and contractor returns home in the state that they arrived. Consistency and repeatability of operational functions are critical factors in the safe delivery of customer services. You will be a safety leader and will be expected to "walk the talk" and help your team to be a centre of excellence for safety.

Dimensions:

Reports to: Integration Manager
Responsible for: Nil
Location: Auckland/Wellington
Budget: Nil
Internal Contacts: ICT teams
                      Business managers
External Contacts: Support vendors
                      Customers

Key Accountabilities

Integration service delivery

- Utilise sound practical and theoretical knowledge to act as the first point of contact for integration issues and escalating to other technical stakeholders as necessary.
- Providing support for requests and incidents relating to complex systems integrations.
- Maintaining lifecycle of integration services.
- Assist in enhancing and developing new integration services based on designs and business needs.
- Support senior integration specialist in integrating complex software development, testing and operational activities while considering the IT environment, design practices, cost and security compliance.

Stakeholder engagement

- Uses professional knowledge to work with and engage across the business with key stakeholders to understand business processes and data requirements and work on solutions.
- Be an advocate for ICT across the business, this includes providing an accessible, knowledgeable interface for the financial health of projects within ICT.
- Partner with and influencing where necessary, technical leads and solution architects for BAU and project delivery to help support and deliver integration requirements.
- Coordination between technical and non-technical stakeholders for incident and issues impacting the integration services ecosystem

Records Management

- Maintain documentation and service catalogues relevant to the integration services.
- All supporting documentation and development codes and artefacts are stored in relevant capabilities, such as Jira, Confluence, GitHub etc.
- Proactively report on and remediate problems before they become incidents
- Ensure you are aware of and comply with policies and procedures around the creating, maintaining and destruction of records.

Continuous Improvement

- Contribute to continual improvement across integration services, and to a culture of continuous improvement within ICT, by applying lessons learned and innovative ways of working.
- Identify and recommend opportunities for process and systems improvement and work with the team and relevant parties to develop and execute improvements.
- Look for opportunities to improve integration services.

Zero Harm

- Be responsible for complying with all rail safety system standards, procedures and statutory requirements within your area of responsibility

- Be responsible for your own safety and that of other rail employees, contractors and visitors within your work environment

- Be responsible for the identification, reporting and initial control of any safety or environmental hazard identified within your area to your immediate manager

- Adhere to KiwiRail's health and safety requirements and take responsible for maintaining a proactive approach regarding both personal wellbeing as well as that of fellow employees, associated client personnel, sub-contractors and members of the public.

- Report all accidents and incidents to your immediate supervisor within one hour.

Person Profile

Essential:	Desirable:
5+ years working in integration services in an enterprise environment. - Experience across technologies. - Azure Integration Services - Azure Cloud - Knowledge of developing automated CI\CD pipelines utilizing ARM Templates, Terraform, Azure DevOps and GitHub - Explorer, independent thinker, analytical, highly motivated and self-directing - Influencing skills	- Exposer to other integration platforms like; MuleSoft - Exposer to Identity management - Experience with Microsoft FIM sync - Experience with SOA based architectures - Understanding of SDLC processes - Prior experience in Agile environments

Education:

Essential:	Desirable:
Tertiary level qualification in computer science or equivalent industry qualification	- Mule certification - Azure certification