DevOps Engineer

Wellington / Auckland

Team:	Digital Services Team	**Location:**	Auckland/Wellington
Reports to:	Digital Applications Manager	**Job family:**	ICT
Role Type:	TBC	**Salary:**	TBD

About Us

KiwiRail's Role in Aotearoa, New Zealand

KiwiRail delivers sustainable and inclusive growth for our customers, our communities, and our people.

For more than 150 years, rail in New Zealand has connected communities, delivered goods and people around the country, and showcased our spectacular scenery to the world. Our purpose 'Stronger Connections, Better New Zealand,' speaks to connected people, networks, journeys, experiences, and ways of working that move KiwiRail, the transport sector and New Zealand forward.

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.

Health, safety, and wellbeing is our number one priority. Good safety is good business

About the Role

Purpose of the role

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 DevOps Engineer is responsible for both developing applications based on business requirements and providing essential day-to-day operational support for Power Platform and Dynamics applications, ensuring the stability and efficiency of core ICT systems. This will encompass designing and implementing new features and functions for digital projects, contributing to ongoing digital product enhancements and enablement, troubleshooting, and resolving technical issues, and delivering technical assistance to maintain the integrity and smooth operation of KiwiRail's critical applications.

The DevOps Engineer serves as a vital bridge between business requirements and technical implementation, acting as both application developer and support analyst for KiwiRail's Dynamics and Power Platform environments. This role is responsible for the full lifecycle of application development, from designing and building solutions to providing critical second-level application and operational support, ensuring consistent and efficient system performance. This includes diagnosing and resolving technical issues, collaborating with both internal and external technical teams, and actively participating in the Solution Delivery Lifecycle, encompassing project work and ongoing enhancements to meet evolving business needs.

Key Accountabilities

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

- Design, develop, and deploy custom solutions within the Dynamics 365 and Power Platform environments, ensuring alignment with documented business requirements and successful delivery within defined timelines.
- Provide comprehensive day-to-day operational support for Power Apps and Dynamics 365 applications, including troubleshooting, issue resolution, and user assistance, to maintain optimal system performance.
- Produce and maintain thorough documentation including solution design, technical specifications, user guides, and knowledge base articles, facilitating knowledge transfer and ensuring system maintainability.
- Conduct proactive monitoring and performance analysis of application domains, generating detailed reports to enhance system efficiency and reliability.
- Participate in a 24/7 on-call rotation (without necessarily being a primary member), providing timely and effective support in accordance with established Service Level Agreements (SLAs) and assisting on-call personnel as required.
- Drive continuous improvement and innovation within D365 CRM and Power Platform environments by identifying, recommending, and implementing process and system enhancements, while staying current with industry best practices and emerging technologies.
- Proactively foster business networks and evaluate new technologies to optimize D365 CRM and Power Platform solutions, contributing to a culture of continuous improvement and ensuring alignment with industry standards.
- Participate in fortnightly team meetings with the wider support team in which you are involved

Key Relationships Here are the key relationships relevant to this role		Manage /Lead	Deliver to	Collaborate with	Advise or inform
Internal	Team Manager		✓	✓	
	Business Owners		✓	✓	✓
	Business Users		✓	✓	✓
	Wider ICT Team		✓	✓	✓
	Wider KiwiRail Stakeholders (finance procurement legal etc)			✓	✓
	3rd Party Vendors and Suppliers			✓	✓

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. • Work with colleagues to improve customer outcomes.
High Performing Teams Skills	• Contribute to a supportive and cooperative team environment. • Provide timely and constructive feedback. • Actively seek diverse perspectives in problem-solving. • Identify opportunities for development and improvement.
Commercial Acumen	• Consider financial implications when making recommendations. • Understand and comply with procurement guidelines. • Work with external partners to ensure quality outcomes. • Recognise how financial decisions impact KiwiRail's overall position.
Project Governance	• Follow governance frameworks and systems.
Risk Management	• Identify and raise any risks, issues, and opportunities in projects along with suggestions to mitigate or resolve.

Decision Making

The position is accountable for decisions related to tickets assigned to them and projects to which they are assigned. They are expected to consult with wider team members and KiwiRail stakeholders as part of the decision-making process.

Human Resources Delegations	Nil
Direct reports	Nil
Finance Delegations	N/A
Budget (operating and capital)	N/A
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

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

About you

Knowledge and experience

- 4-5 years proven experience with JavaScript/C# Development.
- Experience with supporting IT applications.
- Experience with ALM practices, including version control and deployment.
- Experience in working closely with customers to identify business needs as well as the cost and benefits of implementing a business solution.
- Understanding of ITIL, COBIT, LEAN, and other relevant methodologies.

It is also desirable that you have:

- Desirable - Microsoft Certified.
- Relevant tertiary qualification.
- Able to demonstrate knowledge of principles of system design and database concepts.
- Good technical knowledge of IT systems and fundamentals.
- A current and valid NZ Driver's Licence.

Ways of working / Work-related qualities

- You have strong written and verbal communication skills.
- You make good decisions and are politically aware.
- You are 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.

KiwiRail uses Skills Framework for the Information Age to describe the skills required for roles within ICT. The skill level descriptions provide a detailed definition of what it means to practice the skill at each level of competency. You will need to demonstrate the following skills at the level listed:

- Application Support - Level 5
- Customer Service Support - Level 3
- Change control - Level 5
- Incident Management - Level 4
- Knowledge management - Level 4
- Programming/software development - Level 4
- Problem management - Level 4
- Stakeholder relationship management - Level 4

You can find detailed description of the skills and levels here: SFIA 8 Skills List .