Platform Engineer

Wellington

Team:	Platform Engineer	**Location:**	Wellington
Reports to:	Operational Technology Manager		
Role Type:	Permanent		

About Us

KiwiRail's Role in Aotearoa, New Zealand

KiwiRail, a proud State-Owned Enterprise, delivers sustainable and inclusive growth for our customers, communities, and people.

For more than 150 years, rail in New Zealand has connected communities, delivered freight and passengers around the country, and showcased our spectacular scenery to the world. Our purpose—Hononga Whaikaha, Oranga mo Aotearoa (Stronger Connections, Better New Zealand)—speaks to connection with our customers and the future needs of their businesses, connection with the communities we serve and operate in, and connection with each other. KiwiRail is carrying this legacy into the future, delivering connected rail and shipping transport services that create economic, social, and environmental value for New Zealand and New Zealanders.

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.

Safety, health, and well-being are our number one priority, ensuring our people return home safe and healthy every day.

About the Role

Purpose of the role

KiwiRail is in a phase of significant transformation to modernise and grow our rail and Interislander ferry services in Aotearoa.

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 Cloud, Networks and Operational Technology (OT) team will help integrate and align software development, testing and operational activities while considering the ICT environment, design practices, cost and security compliance.

The Platform Engineer serves as a critical driver of KiwiRail's Operational Technology infrastructure, with responsibilities spanning ongoing support, strategic design, system build, and continuous development. This role ensures that infrastructure services are dependable, secure, and closely aligned with the organisation's evolving business objectives and compliance obligations. As a technology leader, the Platform Engineer champions innovation and best practices across core technology pillars, including virtualization platforms, storage architecture, server environments, networking systems, and cybersecurity solutions.

Critical to the success of this role is the ability to cultivate and maintain effective working relationships across a wide variety of business and technical stakeholders.

Key Accountabilities

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

- Effectively participate in assigned services and activities of the IT group including designing, implementing, and administering information and OT activities; manage, upgrade, and direct the installation, operation, and maintenance of information and OT hardware and software; manage and maintain data and equipment security; and maintain documentation to ensure robust knowledge base for platform environment.

- Oversee the end-to-end lifecycle of all Operational Technology (OT) systems, including deployment, monitoring, maintenance, upgrades, and support. This encompasses servers, network, PCs, operating systems, hardware, software, peripherals, application development, and telecommunications infrastructure.

- Oversee the maintenance and support of security and antivirus solutions within the platform environment, ensuring proactive monitoring and prompt resolution of security and platform incidents. Continuously enhance threat detection and response to safeguard system integrity and reduces risk exposure.

- Troubleshoot issues and proactively report and remediate problems before they become incidents, escalating to team manager where required.

- Analyse service costs and provide reporting to identify trends and opportunities for cost optimisation and improved efficiency.

- Ensure all technology implementations adhere to established architectural standards and governance frameworks.

- Ensure disaster recovery capabilities are fully planned, rigorously tested, and effectively implemented to meet the expectations and requirements of business stakeholders.

- Drive service automation initiatives to ensure streamlined delivery with minimal manual involvement, enhancing efficiency and consistency.

- Help to integrate software development, testing and operational activities while considering the IT environment, design practices, cost and security compliance. Conduct short-term and long-term network architecture planning to meet current and expanding business requirements.

- Consistently provide high quality work in a deadline driven environment, accomplishing tasks both independently and collaboratively.

- Drive continual improvement across platform environments and contribute to a culture of continuous improvement within ICT, by applying lessons learned and innovative ways of working.

- After hours On-Call Support.

Key challenges

- Managing complex and sensitive issues in a fast-paced high demand environment
- Ensuring ongoing collaboration with a wide range of stakeholders and managing expectations

Key Relationships Here are the key relationships relevant to this role		Manage /Lead	Deliver to	Collaborate with	Advise or inform
Internal	Operational Technology Manager		✓		
	ICT Application Managers			✓	
	Business Managers			✓	
	Architecture Team			✓	
	Finance			✓	✓
	Operations			✓	✓
	Technical Leads			✓	
	ICT Services			✓	✓
	Engineering			✓	✓
	Train Control			✓	✓
External	Outsourced Partners			✓	
	3rd Party Vendors			✓	

What you will do to contribute

Health Safety and Wellbeing	• Implement safety procedures and ensure team compliance • Respond effectively to safety incidents and near-misses • Support team members' physical and mental health
Customer Focus	• Provide a positive customer experience • Develop solutions to meet customer requirements • Solve complex customer issues • Work with colleagues to improve customer outcomes
Infrastructure operations	• Provisions, deploys and configures infrastructure services and components. • Monitors infrastructure for load, performance and security events. Reports metrics and resolves operational issues. • Executes standard operational procedures, including backups and restorations. • Carries out agreed system software maintenance tasks. Automates routine system administration tasks to specifications using standard tools and basic scripting.
System software administration	• Monitors operational systems for resource usage and failure rates, to inform and facilitate system software tuning. • Applies system software settings to optimise performance, enabling maximum throughput and efficient resource utilisation. • Installs and tests new versions of system software. • Assists in creating software implementation procedures, including fallback contingency plans.
Cybersecurity operations	• Conduct real-time monitoring where appropriate or not in the scope of an outsource vendor. • Investigate cyber issues/events when they occur and are not in the scope of an outsource vendor. • Respond to assigned cyber incidents (working with internal teams and suppliers as appropriate). • Remediate or manage the remediation of assigned cyber issues
Cybersecurity systems administration	• Monitors cybersecurity systems for resource usage and failure rates, to inform and facilitate tuning. • Provisions, deploys and configures cybersecurity systems and components.

Decision Making

The position is accountable for decisions related to tickets assigned to them and all project operational objectives and for the provision of advice to project team members and relevant stakeholders on day to day operational decisions.. They are expected to consult with wider team members & KiwiRail stakeholders when necessary and comply with KiwiRail's Policies and Procedures as part of the decision-making process.

Human Resources Delegations	Nil
Direct reports	0
Finance Delegations	0
Budget (operating and capital)	0
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
- Install\replacement of server and switch equipment in the datacentre, including cabling.
- Replacement of kit at sites
- May require travel to different KiwiRail Office, Sites including boarding Ships.

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

About you

Knowledge and experience

- Possess over 5 years of hands-on experience managing platform infrastructure and technologies, including VMware ESX, HyperV, Pure Storage, Cisco networking equipment (switches and routers), as well as Checkpoint and FortiGate firewalls.
- Demonstrate expertise with server environments, including 5+ years' experience across Microsoft Server platforms and Linux/Unix operating systems.
- Possess over 3 years hands-on experience managing and supporting antivirus solutions such as but not limited to TrendMicro, Symantec and Trellix (previously known as McAfee); including security incident response.
- You will have experience supporting Infrastructure & Network services in an Enterprise environment.
- You will be able to demonstrable experience in scripting and usage of templates.
- You are an explorer, independent thinker, analytical, highly motivated and self-directing.
- It is desirable that you have over 7 years technical IT/IS experience.
- It is desirable that you have prior experience with Azure.
- It is desirable that you have experience in Agile environments.
- Knowledge and experience working in an operation technology infrastructure is a plus.

Ways of working / Work-related qualities

- You communicate well at all levels
- You make good decisions and are politically aware
- You're 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
- You have a current and valid NZ Driver's Licence

Qualifications

You need either:

- Tertiary level qualification in computer science or similar
- ITIL training
- Either VMware, Microsoft, Cisco or Checkpoint Certification.
- Good understanding of datacentre, networking, release management, automation and testing
- Experience with Server deployment, Pure storage and Cisco\Fortinet\Checkpoint networking.
- Antivirus Technology certification or Training.

CREATING
STRONGER
CONNECTIONS

KiwiRail