

Job Title: Graduate Site Reliability Engineer
Operational Area: Operations Technical Support
Reports to: Operations Manager
Location: Melbourne / Sydney

Company Overview

IRESS is a principal global supplier of share market and wealth management systems producing innovative, sophisticated solutions.

Open channels of communication keep us focused and informed across the entire business. We strive for excellence in our relationships with clients and industry bodies alike. We are client-driven, responsive and promote a culture that supports working with our customers and the industry to face challenges and keep pace with industry developments.

Role Purpose

The primary responsibility of the Site Reliability Engineer is to implement, rollout and support the organisation on AWS to ensure secure, automated, scalable solutions. The Site Reliability Engineer will ensure that the highest levels of network reliability and performance are maintained.

The Operations Technical Support team operates on a roster, 7 days a week 6am – 9pm. On call work is required to meet the needs of the business and will be compensated accordingly.

Accountabilities & Deliverables

- Test and install new systems/services and provide on-site service to clients as required, in line with IRESS guidelines and industry standards.
- Conduct regular maintenance tests and checks to ensure all backup systems function correctly taking appropriate action in line with provided guidelines.
- Provide 24x7 emergency on-call cover (including public holidays).
- Carry out essential maintenance and equipment installations as required.
- Liaise with vendors to report and escalate faults.
- Respond to internal and external enquiries within the SLA and in line with IRESS guidelines.
- Install, configure and document network-related equipment.
- Monitor the IRESS Network for alarms and outages, taking appropriate action where required.
- Undertake any other tasks or projects as delegated by the Team Lead and/or Head of IT Operations.
- Increase your knowledge and skills associated with the installation, maintenance and monitoring of IRESS' infrastructure.

Key Relationships

- **Internal:** Service Desk, Account Executives, Product Team, Networks Team and Developers
- **External:** Vendors, Client IT & End users.

Core Skills, Knowledge and Attributes

- Possess applicable tertiary qualification and /or appropriate level of relevant experience.
- Knowledge (preferably experience) with AWS cloud infrastructure and services.
- Knowledge of (or exposure to) DevOps practices and technologies.
- Good scripting ability with PowerShell, Shell and other languages.
- Knowledge (preferably experience) with both Microsoft Windows and Linux operating systems.
- Knowledge of servers and desktops.
- Knowledge of data communication concepts.
- Have a good understanding of Active Directory and networking
- Knowledge of MS SQL, Juniper/Cisco routers and switches.
- Have the ability to debug performance problems in complex distributed systems.
- Ability to explain solutions to technical and non-technical staff.

Key Competencies

- Possess an understanding of ITIL and agile frameworks.
- Have excellent troubleshooting, logical thinking and deductive skills.
- Maintain focus and concentration under pressure.
- Have strong attention to detail, planning and time management skills.
- Have strong written and verbal communication skills.
- Being a team player, showing dedication to the immediate team and company goals.
- Be self-motivated, pro-active and customer focussed.
- Being flexible and adaptive.
- Analysing system and production incidents, including root cause analysis.
- Ability to identify technology and process weaknesses, with potential solutions, in an environment of continuous improvement.
- Interest in learning and utilising latest technologies.
- An unwavering commitment to operational security and best practices.