

Platforms & Middleware Lead (ASO7)



Government
of South Australia

Department for Infrastructure
and Transport

Role statement

Organisational alignment	Division:	People and Corporate Services
	Directorate:	Information Services
	Section:	Enterprise Platforms
Reporting relationships	Reports to:	Team Leader Platforms & Development Services
	Direct reports:	Multiple FTEs

Role overview

Reporting to the Team Leader Platforms & Development Services, the Platforms & Middleware Lead is responsible for leadership of a team of engineers that administer, upgrade, and support key platforms and middleware solutions.

The Platforms & Middleware Lead contributes to development of plans that guide the direction of existing and future platforms and middleware solutions, which are primarily hosted in the AWS Cloud. This work includes the planning and delivery of platform and middleware upgrades, and ensuring contingency and recovery plans are established, documented, and regularly tested.

The Platforms & Middleware Lead collaborates with cloud engineering colleagues, project teams, and the technical owners of applications utilising the platforms and middleware solutions supported by the team to ensure the operation of these is optimised within the AWS Cloud. Additionally, the Platforms & Middleware Lead works closely with service management colleagues, external service providers, and other technical personnel to resolve technical problems and incidents in accordance with established processes and practices.

This role is also responsible for motivating and/or mentoring staff and ensuring work follows established work processes and systems.

Further information about the Department can be found at: <https://www.dit.sa.gov.au/about-us>

Our values

We pride ourselves on applying these values to our day-to-day interactions and individual performance. They shape our approach to achieving our strategic agenda.



Collaboration

We work together as one team to serve our customers.



Honesty

We are honest, open and act with integrity.



Excellence

We commit to excellence in everything we do.



Enjoyment

We enjoy our work and recognise our success.



Respect

We respect, understand and value the people we serve.

Key outcomes required of the role

- Provide strong technical leadership to the team as well as mentor team members
- Work with colleagues across IS and external service providers to ensure that platforms and middleware solutions are maintained in accordance with vendor recommendations, have suitable contingency and recovery plans established and regularly tested, and that technical support is in place in accordance with the Department's operational needs (including around-the-clock support where necessary)
- Undertake research, analysis, and investigation as required to accurately scope, prioritise, and estimate work required for projects / initiatives, including engagement of external service providers as required in accordance with Agency procurement processes and procedures
- Ensure that technical design and solution decisions are made based on sound understanding of requirements and careful consideration of technical assessments.
- Contribute to development of architecture principles and oversee their execution.
- Manage service requests and incidents to prioritise and assign work ensuring customer satisfaction through outstanding customer service and high-quality technical responses.
- Contribute to the team's documentation, with the goal of building an extensive knowledge base.
- Take ownership of allocated work or initiatives and deliver these on time and within quality expectations.
- Contribute to a safe, diverse and healthy work environment free from discrimination and harassment by working in accordance with our values, legislative requirements, the Code of Ethics for the South Australian Public Sector, equal employment opportunity and departmental human resource policies, including Work Health Safety and Wellbeing requirements.

Special conditions attached to the role

- A National Police Check (NPC) is required prior to employment in the Department for Infrastructure and Transport which must be renewed every three years.
- Some out of hours and weekend work, along with some intra/interstate travel requiring overnight stays, may be required.
- This role may be required to provide rostered after-hours on-call support throughout the year.

Educational qualifications / licenses

- Formal qualifications in IT related discipline.

Technical capabilities

The following technical capabilities required for the role contain information from the [Skills Framework for the Information Age](#) with the permission of the SFIA Foundation:

- **Technology service management (ITMG) Level 5:** Takes responsibility for managing the design, procurement, installation, upgrading, operation, control, maintenance and effective use of specific technology services. Leads the delivery of services, ensuring that agreed service levels, security requirements and other quality standards are met. Ensures adherence to relevant policies and procedures. Ensures that processes and practices are aligned across teams and providers to operate effectively and efficiently. Monitors the performance of technology services. Provides appropriate status and other reports to managers and senior users.
- **IT Infrastructure (ITOP) Level 5:** Provides technical leadership to optimise the performance of IT infrastructure. Investigates and manages the adoption of tools, techniques and processes (including automation) for the management of systems and services. Oversees the planning, installation, maintenance and acceptance of new and updated infrastructure components and infrastructure-based services. Aligns to service expectations, security requirements and other quality standards. Ensures that operational procedures and documentation are fit for purpose and kept up to date. Ensures that operational issues are identified, recorded, monitored and resolved. Provides appropriate status and other reports to specialists, users and managers.
- **Systems and software life cycle engineering (SLEN) Level 5:** Collaborates with those responsible for ongoing systems and software life cycle management to select, adopt and adapt working practices. Supports deployment of the working environment for systems and software life cycle working practices. Provides effective feedback to encourage development of the individuals and teams responsible for systems and software life cycle working practices. Provides guidance and makes suggestions to support continual improvement and learning approach. Contributes to identifying new domains within the organisation where systems and software life cycle working practices can be deployed.

Person capabilities

[Our Capability Framework](#) describes the core capabilities, behaviours and skills required for us to meet our strategic objectives and be a modern public sector, attracting, developing and retaining the best talent. The framework is constructed around five categories of capability; personal attributes; building relationships; achieving results; leadership and growth; and performance enablers.

Refer to our framework for the detailed capabilities required for this stream. This role is classified as:

Stream 3: Senior leader

Stream 3 roles would typically consist of team and senior leaders, senior team members and those with technical specialty (indicative classifications include ASO7-8, LE5, PO4-6, MAS3).

Key selection criteria

The criteria outlined below are drawn from the most significant requirements of the person capabilities (from Our Capability Framework) and technical capability, professional knowledge and experience to be addressed in your application having consideration of the role overview and key outcomes.

- Demonstrated extensive expertise in systems administration, support, and/or development, encompassing elements of the department's core technology stacks and applications / platforms:
 - AWS, Oracle middleware Javascript,
 - Atlassian products (Jira, Confluence, Bitbucket, Bamboo)
 - IIS and Tomcat application servers
- Assists others to address emerging challenges and risks and generates support for change initiatives
- Sets clear goals and performance standards for individuals and the team, focused on work outputs and behaviours
- Proactively coaches and develops individuals and teams to drive high performance
- Provides regular feedback and acts quickly and effectively to address conflict and manage poor performance
- Uses internal and external customer input and insights to drive innovation and continuous improvement and deliver public value
- Communicates clearly and creates opportunities for others to be heard, encouraging diversity of opinion. Can resolve difficult conversations constructively
- Makes evidence-based, timely and sound decisions supported by strong rationale and astute political awareness
- Models leadership and commitment to safety and wellbeing of self, others and the community we serve
- Shows and promotes respect for diverse backgrounds, experience and perspectives. Invites and encourages diversity of thought

Approved

Signature: _____

Date: _____

Director, Information Services

People, Culture and Capability Use Only	KNet ID: 22352979	ANZSCO code: 2613	Position number: M37290
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