



AOTEAROA
Job description

Job title: DevOps Engineer

Division: Organisational Support

Valid from: August 2021

Reports to: Chief Technology Officer

Internal Working Relationships: Managers, Product Owner, Full Stack Engineer, Lead Technical Consultant, Data Insights team, End-users

External Working Relationships: Solutions Architects, Outsource Partners, Suppliers, Greenpeace International Technology team.

OVERALL PURPOSE OF THE JOB

The mission of the technology team is to provide efficient and timely support to the organisation's cloud infrastructure, applications and the end-users. Our vision is to be professional and creative, participating in all areas of Greenpeace and pursuing best environmental practices.

Our team's values are:

- Sustaining and nurturing people
- Equity, participating and diversity in all its forms
- Openness, integrity and accountability
- Creativity, innovation and delivering results
- Loyalty, commitment and passion for GP and its mission

Reporting to the Chief Technology Officer, the DevOps Engineer will be responsible for ongoing application development and deployment of the cloud and in-house environment including but not limited to DigitalMarketing tool, Salesforce CRM, ContactSpace, Payment gateway and Wordpress sites, Cloud servers.

The DevOps Engineer will deliver high level support including Systems Administration, Containerisation, automated deployment\DevOps pipelines, Web as a service, end-user support, and serverless capabilities in cloud.

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.

SCOPE

You will be working in the national office which has an income of approximately NZ \$10 million. Greenpeace Aotearoa employs around 50 office based staff with approximately 40,000 supporters.

MAJOR DUTIES AND RESPONSIBILITIES

Technical

- Be part of a digital applications development team to deliver continuous improvement to GPAO's engagement systems.
- Build, create and monitor script servers and services to ensure ongoing support and development of cloud and hybrid environments.
- Build appropriate Devops pipelines and assist in devops delivery.
- Deliver any coding, application maintenance or custom development as required by the organisation for Planet4, ContactSpace, Salesforce, Stripe, Business Intelligence System, Marketing Cloud
- Ensure that all implementations are within architecture guidelines and standards.
- Develop, test, and implement new applications
- Actively engage with technical leads for BAU and project delivery
- Lead / Support local and global teams on engagement systems projects
- Provide Technical support in the event of Critical System failures
- Build into all solutions DR capabilities and ensure they are tried and tested, delivering to the business owners' expectations.
- Review and Develop plans for Mitigating Cyber Threats to our online systems

Continuous Improvement

- Create, foster and maintain business networks and keep abreast of research and emerging opportunities to bring innovative thinking into Greenpeace Aotearoa.
- Lead the consideration and deployment of new technologies and ideas to ensure that new solutions and services are proven and are adhering to industry best practices.
- Drive continual improvement across devops environments and contribute to a culture of continuous improvement within Technology, 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.

Training & documentation

- Providing support and training on Engagement systems to end users
- Keeping system documentation up to date using tools such as Confluence, Gitbook

Communication

- Ability to articulate and explain information in a confident manner to peers, staff, suppliers and management, interacting in a range of circumstances using different techniques
- Escalating specific technical issues to external consultants when required.

System Integration

- Platform Integration with Salesforce, Marketing Cloud, Stripe, ContactSpace, WordPress
- Integrate software development, testing and operational activities while considering the IT environment, design practices, cost and security compliance.
- Assist with APEX custom development, AMPscript coding
- Collaborate with project managers, product owner and various other stakeholders
- Gathering technical requirements, scoping, designing and documenting solutions, mapping and transforming data
- Support, maintain, enhance and deploy applications
- Test and Review API functionality

Health & Safety

- Participate in health and safety training as required
- Actively identify and report, in a timely manner, any hazards in my work area, or in the work area of my team. Work with a health and safety representative to put in place appropriate actions to manage the risk(s) created by the identified hazard(s).
- Actively raise and discuss health and safety matters in a timely manner.
- Comply with the requirements as set out in applicable health and safety legislation and organisational policies and procedures..
- Participate in rehabilitation programmes as required
- Participate in health and safety initiatives as required.

COMPETENCY PROFILE

Organisational competencies:

- Proven analytical thinking and problem solving
- High level of professionalism
- Has an innovative result oriented approach
- Promotes collaboration and knowledge sharing
- Proactively develops and maintains relationships with stakeholders

- Values diversity and has an understanding of Te Tiriti o Waitangi

Essential competencies:

- Knowledge and/or experience in web development languages, in particular using HTML5, CSS3, JavaScript, RESTful APIs, Node.js, Python, PHP and MySQL, Git
- Knowledge in Marketing Cloud CloudPages, writing test scripts, Salesforce VisualForce pages, API integration, App integration, SSO integration
- Knowledge in design, build and manage cloud technology at scale and must have experience in Google Cloud Engine or Heroku.
- Experience and/or knowledge in cloud based applications security, data protection and best practices.
- Knowledge or experience in payment gateways - API integration.
- Good communication and documentation skills
- Self-motivation & Attention to detail
- Strong problem solving and analytical skills
- Ability to work autonomously, deliver to sometimes tight timelines and manage and prioritise conflicting demands and priorities.
- Identification with Greenpeace's goals and supportive of Greenpeace's values

Desirable competencies:

- Knowledge of Data warehousing solutions such as Google Big Query, Heroku,
- Experience in PaaS such as Google App Engine.
- Knowledge in container tools/solutions ideally Kubernetes or docker
- Marketing (engagement) platforms (Marketing Cloud, SMS gateways and others) - petition pages, donation pages, marketing automation, data validation, process automation, API integration, Google Analytics, Google Tag Manager
- Experience using Jira, Confluence.
- Experience implementing Infrastructure as code for eg Terraform/Cloud formation, along with continuous integration/delivery tooling such as Bitbucket/GitHub/Jenkins
- Knowledge and understanding of the NGO Sector

Qualifications/Experience:

- Tertiary IT qualification or equivalent industry experience
- Scrum and Agile methodologies.