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|  |  | Position description |

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| TitleSystems Administrator | Reports to Environment Manager |
| DivisionTransformation &Technology  | Department Technology |
| LocationAuckland | Last updated February 2024 |

Our commitment as a Crown Entity

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āianei, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

Role purpose

This position is responsible for ensuring the availability, performance, and enhancement of our production, QA, and development environments at Lotto NZ. The position is focussed on ensuring all environments are available and up-to-date with the right versions, and constantly seeking improvements in how we manage our technology environments, in order to improve availability, throughput, and effectiveness. This position works closely with the Environment team and across Development, testing and release capabilities as well as with external partners and providers as required.

What you will focus on

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| Environment ManagementEnsures the reliability and integrity of all Lotto NZ technology environments.* **Production Environment:**
	+ Ensure all production environments have necessary monitoring in place to ensure reliable delivery of services.
	+ Ensure all production environments have sufficient support and maintenance arrangements in place (staff, process, tools, partners and contracts) to minimise business risk
	+ Ensure production environments are adequately sized to meet agreed business expectations.
	+ Ensure all production environments are backed up, comply with Lotto NZ BCP guidelines, and adequate capacity planning is in place to scale to meet growth.
* Take a pro-active approach to ensure any new changes that are due to be released into production have the necessary support in place to minimise risk to the business in the case of any issues.
* Environment Support and administration.
* Provide subject matter expertise to both Technology Innovation team and wider business.
* Work with the QA and Development Managers along with any external suppliers and partners to ensure Development & QA environments are fit for purpose & are highly available to meet project demands and production support requirements without delay.

Cloud Environment Management* Management and support of Lotto NZ’s public cloud tenancies.
* Provide support and troubleshooting for LNZ public cloud tenancies.
* Oversee and optimise cloud spend in LNZ public cloud tenancies
* Develop documented policies, procedures and operational run books for cloud systems.
* Setup and maintain cloud system monitoring capability.
* Adhere to and maintain LNZ security standards for cloud systems.
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| Incident Management* Ensure all incidents are managed and escalated as per Lotto NZ incident management process.
* Ensure that changes to all technology environments are understood in terms of impacts on systems, people, and processes.
* Ensure Service Delivery is involved to communicate any incidents to affected stakeholders.
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| Continuous Delivery* Ensure all deployments to all environments are to schedule and meet security, reliability, performance, and integrity standards.
* Provide thought leadership in implementing and supporting dev/ops and continuous delivery methodologies using modern tool sets and processes.
* Implement and support automation throughout the SDLC to improve efficiency of build/test and deployment activities.
* Collaborate with development and QA teams to ensure alignment of processes/tool sets and facilitate knowledge sharing across teams
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| Continuous Improvement* Ensure all environments are managed in a timely and cost-effective manner and meet security, reliability, performance and integrity standards, while maximising up-time and operation.
* Ensure all environments are monitored, proactively managed, and patched
* Use appropriate tools and processes to effectively manage our environments. Look for ways we can improve our availability, management processes and speed which releases are deployed
* Ensure all environment changes are tested in the CAT environment prior to release into production.
* Use the Technology blueprint and project delivery documents as guides to ensure we can support new changes as they arrive.
* Ensure Operations requirements are captured in both functional and non-functional requirements and other design documents
* Produce a continuous improvement plan to underpin the technology roadmap.
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| Other* Documentation of Standard Operating Procedures (SOP’s), and ensuring they are regularly reviewed and updated to ensure on-going ‘best practice’ philosophy.
* Ensure BCP and DR procedures are in place and accurately reflect the current environment. Ensure all new services or feature releases are incorporated into these procedures in a pro-active manner.
* Any other duties as reasonably requested by your manager
* Any other duties as reasonably required by your manager or other key stakeholders.
* Ensure all company policies, procedures and guidelines are followed and adhered to.
* Take an active role in promoting and ensuring a safe and healthy workplace at Lotto NZ for yourself and others.
* Lotto NZ’s purpose is to provide safe gaming that allows New Zealanders to play and win while contributing money back to New Zealand communities: Ensure that minimising the potential for harm from our games is a key consideration in all day-to-day activities and decision making, through adhering to all Lotto NZ responsible gaming processes and policies.
* Ensure the Lotto NZ Health and Safety policy is adhered to (including procedures in the Health and Safety Manual) and hazards, incidents and near misses are reported in the Health and Safety system in a timely manner.
* Comply with all Lotto NZ security policies and instructions, complete all required security awareness training and report any security incidents or concerns in a timely manner.
* Due to the sensitive nature of your role, you will comply with undertaking criminal conviction history checks during your employment, adhering to Lotto NZ vetting procedure.
* Due to the sensitive nature of your role, you will comply to completing a credit check at the start of your employment.
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Your skills and experience

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| Technical skills | * A strong understanding of mid to large scale complex software systems with regards to reliability.
* A sound understanding of and experience in continuous delivery principals and procedures.
* A strong understanding of Linux operating systems such as Red Hat Enterprise Linux.
* An understanding of Linux update management technologies, including Red Hat Satellite.
* An understanding of scripting languages, such as PowerShell, Bash and Python.
* An understanding of virtualisation, container, automation, and web technologies.
* An understanding of private and public cloud infrastructure automation technologies, such as Terraform, Ansible, and Puppet, would be advantageous.
* An understanding of relational and non-relational database technologies, such as MySQL and Redis, would be advantageous.
* Experience administering public cloud environments, such as Azure.
* Experience with public cloud technologies, such as Azure DevOps would be beneficial.
* Experience managing and supporting private cloud capabilities, such as Docker, Kubernetes, and Red Hat OpenShift.
* High level understanding of networking principals is desired.
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| Experience | * Evidence of successfully working in a collaborative cross-functional technical team to achieve common goals.
* The ability to work within a highly disciplined environment, to the highest standards of security, integrity, responsibility, and responsiveness.
* Will have previous experience working within technical administration, Development and/or Networking teams.
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| Qualifications | * Relevant tertiary education and certifications, with at least 5 years’ experience in similar roles.
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Authorities

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| People responsibilities: | 0 people |
| Signature authority of: | $0 |