Business Systems Engineer, CSS

Company: Atlassian

Location: Perth

Category: other-general

Atlassians can choose where they work – whether in an office, from home, or a combination of the two. That way, Atlassians have more control over supporting their family, personal goals, and other priorities. We can hire people in any country where we have a legal entity. Interviews and onboarding are conducted virtually, a part of being a distributed-first company.

We have an office in Bengaluru but as we continue to expand our footprint in India, we can hire eligible candidates remotely anywhere in India.

To help our teams work together effectively, this role requires you to work EMEA timezone hours (e.g., 12:30 PM to 9:30 PM IST).

Your future team

Our Business Transformation team is comprised of people with backgrounds in in business strategy and architecture, program execution, data science, and systems engineering. We work on projects to help grow CSS through sustainable transformation. We work on projects to help grow CSS through sustainable transformation.

We're hiring a Business Systems Engineer (BSE), reporting to the Manager of Business Systems Engineering. As a BSE, you will increase the effectiveness of customer-facing teams by keeping important support systems healthy, facilitating and enacting change, and representing the service perspective within development and program delivery teams.

What you'll do

Systems integration, troubleshooting, and administration, and including Atlassian products (Jira, Confluence, etc.), processing bugs and change requests, and building solutions in

additional systems (e.g. Workato, Intercom, AWS)

Liaise between development groups and business units for developing and implementing new systems and enhancements of existing systems

Identify and assess emerging technologies, products, services, methods, and techniques

Feature definition and requirements, including producing designs and refining requirements to implementation level for development

Subject matter expertise in support systems and operations, including guidance and feedback for: major organization-level programs; define and support UAT; and design and implement experiments

User documentation, including documentation for Jira workflows, release notes, and post-launch documentation for new features

Evaluate change requests and issues that are IT-dependent

Respond to incidents and outages as a subject matter expert resource for other on-call teams working to resolve the incidents

Your background

Total 5+ years of related experience

5 years of software systems administration experience (e.g., Atlassian products, Salesforce, NetSuite)

3 years of experience gathering, consulting on, and writing technical requirements

1 year of experience in a technical support or similar role

Experience working with peers/teams across multiple locations

Atlassian offers a variety of perks and benefits to support you, your family and to help you engage with your local community. Our offerings include health coverage, paid volunteer days, wellness resources, and so much more. Visitgo.atlassian.com/perksandbenefitsto learn more.

About Atlassian

At Atlassian, we're motivated by a common goal: to unleash the potential of every team.

Our software products help teams all over the planet and our solutions are designed for all types of work. Team collaboration through our tools makes what may be impossible alone, possible together.

We believe that the unique contributions of all Atlassians create our success. To ensure that our products and culture continue to incorporate everyone's perspectives and experience, we never discriminate based on race, religion, national origin, gender identity or expression, sexual

orientation, age, or marital, veteran, or disability status. All your information will be kept confidential according to EEO guidelines.

To provide you the best experience, we can support with accommodations or adjustments at any stage of the recruitment process. Simply inform our Recruitment team during your conversation with them.

Pursuant to the San Francisco Fair Chance Ordinance, we will consider for employment qualified applicants with arrest and conviction records.

Don't see an exact role match? No problem! Join our Talent Community and stay up-to-date on company and careers updates relevant to your career.#J-18808-Ljbffr

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