Director - Site Reliability Engineering

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Company: TechnologyOne

Location: Brisbane

Category: other-general

Management (Information & Communication Technology)

At TechnologyOne, our mission is to provide unparalleled Enterprise SaaS Solutions to our valued customers. Positioned at the forefront of innovation, our platform embodies reliability, scalability, and operational excellence. We are currently in search of a dynamic and seasoned Director to spearhead our Site Reliability Engineering team and instil a culture of reliability across our organisation.In the role of Director SRE, you will play a pivotal role in shaping the reliability, scalability, efficiency, and operational excellence of our platform. Your responsibilities will entail providing strategic direction to promote SRE best practices within our Platform business unit and across the broader company. This will involve guiding project managers, technical writers, operational architects, and other stakeholders to uphold a commitment to quality for our production systems.What you'll be doing…Serve as the advocate for SRE, fostering a culture of reliability company wide.Collaborate with architects, operational leaders, and stakeholders to ensure a steadfast dedication to quality for production systems.Develop and advocate for processes that embrace data-driven decision-making for production system changes.Collaborate with SRE subject matter experts to establish operational service roadmaps aligned with the reference architecture.Promote the adoption of modern technologies and automation strategies to enhance system resilience and efficiency.Lead and nurture a motivated, collaborative, and results-oriented team.Provide guidance to team members to ensure effective resource allocation and customer support.Cultivate a culture of problem-solving through innovative thinking.Empower and inspire team members to take ownership of their development and

career advancement.Challenge existing practices and drive improvements to SRE processes and tools.Oversee and assess systems, processes, and expenditures to identify opportunities for enhancement.Ensure adherence to policies, procedures, and occupational health and safety requirements.Extensive experience with AWS cloud services, including proficiency in utilising compute, storage, networking, security, and monitoring tools.Demonstrated expertise in deploying, managing, and optimising AWS infrastructure and applications to meet business objectives efficiently.Thorough understanding of Site Reliability principles and best practices.Proven track record in project governance, process enhancement, and implementing SRE methodologies at scale.Strong desire to continually enhance platform reliability and quality.Demonstrated leadership experience in guiding technical teams within a fast-paced, high-stakes environment.Excellent communication skills for collaborating with technical and non-technical stakeholders.Extensive background in delivering enterprise-level SaaS systems on a global scale.Experience managing Kubernetes or other containerized platforms at scale.Proficiency in Platform Automation scripting languages such as Python, Bash, or PowerShell.Experience with retrieving, analysing, and visualizing observability metrics and logs.

Competitive remuneration packageIndustry leading employee share planFree gym membership in our onsite Health LabAdditional 2.5 days of leave per year dedicated to volunteering at a charity of your choiceFree breakfast and coffee on-siteTechnologyOne is proud to be an Equal Opportunity Employer who values diversity and an inclusive workplace. We aim to recruit a diverse range of people with a diverse range of talents to help us to deliver on our mission to better our community. If you meet a number of the requirements (and not all), we encourage you to submit your application.Who we are…TechnologyOne (ASX: TNE) is Australia's largest enterprise software company and one of Australia's top 100 ASX-listed companies, with locations across six countries. We provide a global SaaS ERP solution that transforms business and makes life simple for our customers. Our deeply integrated enterprise SaaS solution is available on any device, anywhere and anytime and is incredibly easy to use. Over 1,200 leading corporations, government agencies, local councils and universities are powered by our software.For more than 36 years, we have been providing our customers enterprise software that evolves and adapts to new and emerging technologies, allowing them to focus on their business and not technology.

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