

Welcome to New Zealand Post

We're excited about the possibilities that lie ahead. We're confident we'll realise the potential of our people, our plans for the future and our brand. We're an incredibly diverse and thriving business. This creates wide-ranging opportunities and a huge variety of jobs at Post.



Job description

Environments Manager

Job details

Business area	Digital & Technology	Location	Auckland / Wellington
Reporting to	Head of Technology Service & Applications	DFA	TBC
Direct reports	Nil	Safety sensitive	No
Last updated	May 2018	Role level	Tier 5

Job purpose

The purpose of the Environments Manager role is to manager the is to manage the non-production environments for NZ Post to support agile delivery teams delivering working software to customers.

This will involve a good understanding of the costs, value and investment requirements of the organisations current and planned ICT systems and applications.

Our organisation

The behaviours and attitudes that will underpin our culture and future success are:

- One Team
- Do what's right
- Make it easy
- Raise the bar

The needs of our customers are ever-changing and happening faster every day – our team needs to be one step ahead of these changes and act quickly, knowing exactly how the network is performing and able to deliver for our customers. We are growing our international and domestic parcels and logistics businesses by building partnerships and ensuring we're highly focused on what our customers want and need. New Zealand Post has been a vital link for New Zealanders for over 170 years, and in the future, we will continue to be a trusted Kiwi company that helps customers succeed and helps New Zealand grow.

Pursuant to the SOE Act, NZ Post is a limited liability company established under and subject to the Companies Act 1993, with a number of subsidiaries. This legislative framework establishes certain obligations, including that the company operates at 'arm's length' from the Government and on a commercial basis, delivering commercial rates of return, while being a good employer and exhibiting a sense of social responsibility.

My team

TBC

Key accountabilities

The Environments Manager role is responsible for working as part of each scrum team to implement and manage the Non-Production Environments (NPE) to provide what is required for initiatives to effectively deploy within time and budget constraints. A key deliverable of this role will be to minimise environmental drift.

Will be familiar at a technical level with both traditional IaaS and private cloud options as well as public cloud e.g. Microsoft Azure or Amazon Web Services.

Specific accountabilities for this role include the following:

Accountability	Description
Environment Management	<ul style="list-style-type: none">• Custodian of Environments strategy, including guidance for where to host a specific application or service and the appropriate staging environments necessary to support it• Manage and govern the access to NPE platforms• Minimise environment drift, ensure compensating controls are place where drift is necessary• Work with the infrastructure team to maintain all NPE, keeping the lights on, configuration management, monitoring etc.• Coordinate activities to automate the setup and configuration of test environments• Monitor and report on up-time and availability of the test environments• Ensure ongoing support for test environments• Communicate planned downtime on environment to stakeholders, working with them to minimize impact on test schedule• Ensure NPE is regularly refreshed with refreshed with test data• Log, coordinate and resolve defects related to environments to provide the stable test environments
Stakeholder Engagement	<ul style="list-style-type: none">• Works with a variety of stakeholders and build rapport and good communication• Works with stakeholders to discuss, educate, inform and understand business needs to arrive at agreed plans and actions• Liaise with the wider Group Technology teams to ensure that all IT requirements and associated activities are quality assured and production ready in a supportable environment
System Management and Operation	<ul style="list-style-type: none">• Ensure changes are properly released into the Production environment with appropriate levels of supporting documentation and support• Oversee, co-ordinate and manage NPE system outages
Vendor Management	<ul style="list-style-type: none">• Manage the delivery of vendor services as they relate to the provision and ongoing management of non-production environments• Able to get great results using ordinary services
Commercial & Financial Management	<ul style="list-style-type: none">• Understands business finance as it applies to IT• Working with the infrastructure operations team to build a cost recovery model against development and test environments usage

	<ul style="list-style-type: none"> • Able to understand and assess risk, and able to make decisions that allow for and contain inherent but known risks
Process Improvement	<ul style="list-style-type: none"> • Champion operational process and governance • Drive for service excellence and continuous improvement in operational processes

Key behavioural competencies

Competency	Description
Customer focus	<ul style="list-style-type: none"> • Is dedicated to meeting the expectations and requirements of internal and external customers; • Gets first-hand customer information and uses it for improvements in products and services; • Acts with customers in mind; • Establishes and maintains effective relationships with customers and gains their trust and respect.
Learning on the fly	<ul style="list-style-type: none"> • Learns quickly when facing new problems; • A relentless and versatile learner; • Open to change; • Analyses both successes and failures for clues to improvement; • Experiments and will try anything to find solutions; • Enjoys the challenge of unfamiliar tasks, quickly grasps the essence and the underlying structure of anything.
Interpersonal savvy	<ul style="list-style-type: none"> • Relates well to all kinds of people, up, down and sideways, inside and outside the Organisation; • Builds appropriate rapport; • Builds constructive and effective relationships; • Uses diplomacy and tact; • Can diffuse even high tension situations comfortably.
Action oriented	<ul style="list-style-type: none"> • Enjoys working hard; • Is action oriented and full of energy for the things he/she sees as challenging; • Not fearful of acting with a minimum of planning; • Seizes opportunities.
Dealing with ambiguity	<ul style="list-style-type: none"> • Can effectively cope with change; • Can shift gears comfortably; • Can decide and act without having the total picture; • Isn't upset when things are up in the air; • Doesn't have to finish things before moving on; • Can comfortably handle risk and uncertainty.
Priority setting	<ul style="list-style-type: none"> • Spends his/her time and the time of others on what's important; • Quickly zeros in on the critical few and puts the trivial many aside; • Can quickly sense what will help or hinder accomplishing a goal; • Eliminates roadblocks; • Creates focus.
Business acumen	<ul style="list-style-type: none"> • Knows how businesses work; • Knowledgeable in current and possible future policies, practices, trends; and information affecting his/her business and organisation; • Knows the competition; • Is aware of how strategies and tactics work in the marketplace.

Key relationships

Internal:

- Heads of Technology Delivery
- Agile team members, principally scrum masters
- Infrastructure Operations team and Architects
- Digital, Data & Technology Leadership teams

External:

- Vendors

Qualifications/Experience

Qualifications	Essential <ul style="list-style-type: none">• Degree in IT / Business or related field• MCSE or equivalent technical qualification Desired <ul style="list-style-type: none">• Agile Foundations• Formal Project Management qualification – i.e. Prince2
Experience	Essential <ul style="list-style-type: none">• At least 7 years' experience working in a technical IT role• 10 plus years working in IT• Demonstrated experience in 3rd party vendor management• Knowledge of development-integration-deployment SDLC and the systems required to ensure continuous delivery Desired <ul style="list-style-type: none">• Previous Environments management experience• Previous experience in the development of Infrastructure as code solutions
Skills	Essential <ul style="list-style-type: none">• Ability to quickly build trust and maintain strong relationship with internal and external contacts• Desire and willingness to learn new technology• Ability to grasp new concepts quickly• Strong commercial acumen• Demonstrated experience of complex analysis, assessment and delivery of appropriate recommendations Desired <ul style="list-style-type: none">• Previously developed Infrastructure as Code solutions• Previous experience in developing Continuous Integration / Continuous Delivery tool chains