

# JOB PROFILE FORM



## 1. JOB DETAILS

Position Title: Senior DevOps Programmer  
Team: Customer Technology  
Division: CT&T  
Group: Service Futures  
Reports to (Name / Title): Stuart Squires, Operations Manager  
Number of Direct Reports: NA

## 2. WHAT DOES THIS JOB DO?

Job Purpose:

Responsible for leading the design, automation, integration, and optimisation of YVW Billing and related product development. Responsible for IT operations, ensuring efficient and reliable delivery of technology solutions within Customer Technology and overseeing the entire DevOps process by bridging the gap between development and operations teams.

Responsibilities:

- Responsible for the design, development, and integration of Oracle CC&B components and interfaces.
- Responsible for release management, and deployment coordination for CC&B changes.
- Responsible for maintaining and supporting critical daily batches for YVW billing. This will include ensuring timely correct metering setups, daily, weekly and monthly bills as well as reminder, overdue and final notices
- Manage incidents, defects, and enhancement requests using YVW's IT Service Management framework and its processes.
- Manage and customise the Oracle CC&B application to meet evolving business requirements.
- Implement and maintain DevOps pipelines for automated build, test, and deployment of CC&B components.
- Ensure adherence to best practices in source control, CI/CD, and environment management.
- Collaborate with business stakeholders to gather requirements and translate them into technical solutions.
- Manage incidents, defects, and enhancement requests using YVW's IT Service Management framework and its processes.
- Maintain and optimize non-production and production environments, including patching and data refreshes.
- Monitor application performance, availability, and logs, and resolve issues proactively.
- Maintain comprehensive technical documentation for configurations, integrations, and custom code.
- Collaborate with QA and business teams to ensure quality assurance and user acceptance testing.
- Drive adoption of infrastructure as code (IaC), automation tools, and monitoring frameworks.
- Enforce security, compliance, and access controls across all environments.

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- Lead root cause analysis and problem management for critical issues.
- Engage with third-party vendors for support, upgrades, and integrations related to Oracle CC&B.
- Continuously evaluate tools, technologies, and processes to improve system reliability and delivery speed.
- Mentor the team and analysts working on Oracle CC&B solutions.
- Promote cross-skilling, knowledge sharing, and collaboration across development and operations teams.
- Support the Head of Technology in aligning CC&B solutions with enterprise architecture and business goals.

## 3A. WHAT KEY SKILLS OR EXPERIENCES ARE REQUIRED TO COMPLETE THIS JOB?

Skill/ Experience	Level of Skill/ Experience i.e. Basic / intermediate/ Advanced	Years of Experience (optional)
Extensive experience configuring, designing and coding oracle billing applications or components of varying complexity;	Advanced	5
Experience in technical or application support and maintenance in a highly-integrated enterprise environment with various technologies;	Advanced	5
Designing, Programming and Java Scripts	Advanced	5
CI/CD Pipelines: Building and managing continuous integration and deployment processes using Jenkins, GitLab or similar tools	Advanced	3
Exceptional client facing and stakeholder management skills;	Intermediate	
Experience with agile operations or delivery (highly valued)	Intermediate	

## 3B. WHAT DEVELOPMENT BUILDS THE CAPABILITY FOR THIS ROLE?

	Mandatory/ Highly Desirable/ Suggested?	Method of Training (e.g. certificate, ticket, observation, on-the-job etc....)	Renewal Required (Y/N/Unsure)	Renewal Frequency (e.g. Never, 1 year, 5 years etc....)
<b>Qualifications / Certificates</b>				
Graduate Certificate (or greater) in an IT development discipline	Mandatory	Graduate Certificate	N	Never
Oracle Utilities Customer <b>Cloud Service</b> Certified Implementation Specialist	Mandatory	Certificate	N	Never
Oracle Utilities Customer Care and <b>Billing</b> Implementation Specialist	Mandatory	Certification	N	Never
ITIL Foundation in IT Service Management	Desirable	Certificate	N	Never

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## 3C. WHAT ARE THE CRITICAL PERSONAL ATTRIBUTES REQUIRED FOR THIS JOB?

Personal Attributes	Collaboration, ability to explain technical terms to non-technical people
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## 3D. WHAT ARE THE KEY PHYSICAL, OR ENVIRONMENTAL REQUIREMENTS OF THE ROLE?

Key requirements	<p>High computer usage, generally undertaken sitting down. Standing desks are available if needed.</p> <p>Hybrid working - meeting stakeholders, leaders and impacted teams at the Mitcham office and at other sites as directed (e.g. treatment plants) to build a strong understanding of the YVW "business" and to develop effective relationships.</p>
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## 5. WHAT CAREER PATH IS POSSIBLE IN THIS ROLE

<b>Role before</b> (Name, Team, Division)	Senior Systems Analyst, Customer Technology Operations, CT&T Division
<b>Role after</b> (Name, Team, Division)	Billing and CRM Lead, Customer Technology, CT&T Division