POSITION DESCRIPTION: **Data Ops Engineer**

Position type: **Full time**

Location: **Wollongong**

Level: **Contractor**

Your Purpose

The Data Ops Engineer is responsible for day-to-day technical development and delivery of data pipelines into Peoplecare data platform. You will ensure delivery of solutions based on the backbone of good architecture, best data engineering practises around operational efficiencies, security, reliability, performance and cost optimisation.

The key focus of the role is:
- Design, build and optimise data engineering pipelines to extract data from different sources and applications and feed into cloud data platform
- Work closely with Peoplecare Data & BI team in building, testing and productionising data extraction, transformation and reporting solutions within cloud platform
- Support Data & BI team with BAU activities when required
- Provide accurate and timely information that can be used in day to day operational and strategic decision making

To be successful in this role, you have to be an experienced Data Ops Engineer with demonstrated knowledge and experience within data delivery, ETL/ELT, data management, solution design and delivery. Critical to success will be strong communication skills, analytical mindset, excellent documentation skills and have demonstrable experience in working with a variety of business stakeholders.

Your Responsibilities

Design, Development and Management
- Design and development of data engineering assets and scalable engineering frameworks to support various Business unit's data demands and internal data analytics activities
- Evaluate data importance and manage production of data pipelines
- Code, test, and document new or modified data models and ETL/ELT tools to create robust and scalable data assets for reporting and analytics
- Build data engineering framework to support Data Migration to AWS Cloud technologies and deliver new projects as per new target architecture within AWS data cloud service
- Expand and increase data platform capabilities to resolve new data problems and challenges by identifying, sourcing, and integrating new data

- Identify, design, and implement internal process improvements: automating manual processes, optimizing data delivery, re-designing infrastructure for greater scalability, etc
- Peer review code and promote dev ops culture within data team
- Develop ETL/ELT solutions using Amazon S3, Data Migration Services (DMS), AWS Glue, Lambda, Spark, Python to load data across multiple sources into the Peoplecare Cloud Data platform within Snowflake.
- Implement solutions that adhere to architecture best practices
- Contribute to our ambition to develop a best practice Data and Analytics platform, leveraging next generation cloud technologies
- Define and build the data pipelines that will enable faster, better, data-informed decision-making within the business
- Proactively identify rationalisation opportunities and implement changes to the reporting suite to increase customer usage and reduce wasted effort
- Ensure data integrity within reports and dashboards by reviewing data, identifying and resolving gaps and inconsistencies, and escalating as required to foster a partnered approach to data accuracy for business reporting purposes.
- Work on cross-functional solutions focussing on business and process improvement.
- Enhance the quality of data following the guidelines provided by the Peoplecare Data Quality Framwework
- Cataloging data dictionary and ability to maintain it ongoing.
- Migration of solutions from legacy systems to cloud data platform.
- Assist in presenting and showcasing solutions to the end users

Data Platform Administration
- Maintain data within a warehouse environment supporting delivery of quality data outputs.
- Maintain platform performing regular tasks such as user management and audit, resource utilisation, alerts monitoring, code reviews.
- Modify existing ETL processes in order to achieve automation where possible and to accommodate changes in the data structure.
- Have a good understanding of data platform best practices to achieve economies of scale, cost reduction and efficiencies.

Teamwork
- Promote an environment of teamwork within the Strategy & Innovation team, including the sharing of ideas & knowledege, encouraging new ideas & improvements from team members, joint co-ordination of work effort, regular team meetings, and celebrating successes
- Contribute to and assist in the day to day management and improvement of Peoplecare operational activities.
- Ensure the Strategy & Innovation team develops a business oriented culture based on initiative, innovation, cost effectiveness and exceptional customer service.
- Strategy & Innovation Team Staff Satisfaction Survey results show improvement
- Team works cohesively & positively towards achieving goals.
- Team members are encouraged & assisted when required

RISK CULTURE
- Engage in and promote risk management and apply risk management processes consistently and automatically – making it a part of the way we do things at Peoplecare.
- Encourage your team to be open & transparent about issues by responding positively to bad news and events raised by your team, with a focus on continuous improvement and prompt rectification. We can make a difference!
- Promptly act on health & safety issues identified by you and your staff by reporting, documenting and treating risks and act in accordance with Peoplecare's Risk Management Strategy & Framework.
- Be aware and own the risks within your business area and make informed risk based decisions, using the Risk Assessment template for all contracts, business cases, significant business decisions, and projects under your control.
- Ensure you and your team comply with Peoplecare Policies, relevant laws and regulations, including APRA Prudential Standards that may apply.

COMPLIANCE
- Comply with all Peoplecare HR & other Policies.
- Ensure that any statutory/Business relationship compliance activities within your responsibility are completed appropriately and within the timeframes required.
- Adherence to company cultural markers.
- All compliance related activities are undertaken to schedule.
- No breaches of company policy.

Your Team

Reports to
Manager – Cyber & Data

Collaborates with
- Business, Technology and Innovation Team, Finance and Business Analytics Team, and Marketing Team
- Executive Management
- Business Unit Managers and Team Leaders
- Third party vendors and software suppliers
- PHI Industry participants
- Internal Audit Team

Authority
- Adherence and compliance to policies and procedures
- Daily service deliverables
- Reporting deliverables
- Process improvements

Your experience, quals & skills

Experience

Essential

- 3 – 5 years of relevant work experience as a Data Integration Engineer
- 3 - 5 years of hands on experience in building ETL/ELT solutions for large scale data pipelines within AWS cloud
- 3 – 5 years of hands on experience on SQL Server and Snowflake data warehouses,
- 3 – 5 years of hands on experience in data processing (using Spark, Python) for cloud data platforms, scheduling and monitoring of ETL/ELT jobs in AWS Glue and Lambda.
- 3 – 5 years of experience with solution architecture, data ingestion, query optimisation, data segregation, ETL, ELT, CI/CD framework.
- 3 – 5 years with 'traditional' data analytics stack, complex query authoring as well as a variety of SQL databases (e.g. Microsoft SQL Server, Postgres) and ETL/ELT software (e.g. SSIS, AWS Glue)
- Experience using Data Ops to develop data flows and the continuous use of data
- 3 – 5 years of experience in working within AWS cloud platform
- 2+ years' development experience with cloud-based technologies within AWS specifically Database Migration Services (DMS), S3 and Aurora
- 1+ years' development experience with Terraform or similar tool set
- Experience in data analysis, relational and dimensional data modelling, data integration, data warehousing, OLTP, OLAP and database/schema design
- Experience in handling data from a variety of sources like csv, json, xml, relational databases and Amazon S3
- Experience in developing technical and support documentation, translate business requirements and needs into reporting and models

Desirable but not essential

- 1+ years' experience with data visualisation tools such as Power BI, Yellowfin
- 1+ years' experience working on Agile delivery framework including Scrum, Kanban and Scrumban
- 1+ years' experience with ER Studio Team Sever
- A background in the health insurance

Qualifications

- Tertiary qualifications in Information Technology or equivalent
- Relevant experience and expertise in Data Engineering, ETL development and Reporting

Skills

- Strong business analysis skills with an ability to understand complex business processes
- Advanced MS word and excel skills
- Well-developed organisational and time management abilities
- Strong attention to detail
- Negotiation & decision-making skills
- Excellent communication and presentation skills (verbal & written)
- Excellent interpersonal skills
- Well-developed business acumen
- Strong problem solving and ability to think outside the box
- Technical and Analytical mindset

You

- Can do attitude
- Performance and improvement focussed
- Ability to work effectively in a team and apply a broad range of skills
- Ability to work to deadlines
- Service and outcome orientated attitude, responsiveness and adaptability
- Ability to effectively handle pressure and balance competing tasks whilst keeping all parties informed of impacts to timelines
- Self-driven, persistent and achievement oriented
- Culturally sensitive
- Mature in approach
- Trusting, Trustworthy and approachable
- Must have control over emotions, be polite, courteous and patient
- Have control over vocabulary (no cursing/swearing)

Our White Ribbon Commitment

"To create a workplace in which women are free from violence, and where gender equity is valued and realised and that these values are supported and promoted in our community".