Position Title: Senior Software Engineer

Date: Sept 2018

Location/Business Unit: Audience Strategy

Reports to: Development and Product Lead

Location: Wellington

Functional relationships:
Development & Product team members including Developers, UX Designer, Support Analyst, Digital content staff, including radio production and news.

External contractors and service providers.

Position Purpose:
To implement and maintain flexible, secure and performance software systems that meet business and user needs. Work with the Development and Product Lead to help grow overall team capability through mentoring and collaboration with colleagues.

This role is in the Product and Audience team, which strives to create insights-driven, user-focused digital products that RNZ’s audience love.

As an independent, commercial-free public service broadcaster, Radio New Zealand’s purpose is to serve the public interest.

Key Job Outcomes/Accountabilities:

<table>
<thead>
<tr>
<th>Outcomes/Accountabilities required</th>
<th>Likely/expected actions contributing to achievement of outcomes</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Strategy:</strong></td>
<td></td>
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<tr>
<td>1. Work with Development &amp; Product lead to maintain and deliver a technical roadmap for the core platforms underpinning RNZ digital products.</td>
<td>1. Work with the Development &amp; Product lead to ensure the business is investing in the right direction, innovating and taking calculated risks</td>
</tr>
<tr>
<td>2. Contribute to maintenance and delivery of a product portfolio that continually innovates on our digital products.</td>
<td>2. Ensure, along with Development &amp; Product lead, the business understands development and response times and if necessary, competing priorities.</td>
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<tr>
<td>3. Deliver new tools which allow our staff to tell our stories in innovative and appropriate ways on the right platforms.</td>
<td>3. Contribute to the ongoing management of the technical platform and product roadmaps to ensure they address evolving needs.</td>
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<tr>
<td>4. Work across our platform to help us achieve our audience target of 1.2m a week by 2020.</td>
<td>4. Represent development needs to the team and the business to enable realistic planning.</td>
</tr>
<tr>
<td>5. Architect and deliver software and systems in support of RNZ’s strategy, which are flexible to adapt to changing needs, resilient to failure, easily maintained and secure.</td>
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### Outcomes/Accountabilities required

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<td><strong>Strategy (continued):</strong></td>
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<tr>
<td>5.</td>
<td>Continue the adoption of modern development practices, including a continued move to devops practices and implementing CI pipelines.</td>
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<td>6.</td>
<td>Keep abreast of technical, user and business developments and benchmarks to enable RNZ to stay competitive in today’s media landscape.</td>
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<td>7.</td>
<td>Contribute to up skilling the organisation digitally.</td>
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<td><strong>Service delivery:</strong></td>
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</tr>
<tr>
<td>1. The company’s strategy is understood and delivered on;</td>
<td>1. Work with the Development and Product lead, colleagues and vendors to find sustainable, fit-for-purpose solutions to meet the needs of our audiences and the business.</td>
</tr>
<tr>
<td>2. The unit’s own strategy is further developed and changes are made to meet the needs of our audience and the business.</td>
<td>2. Front the technical delivery of key initiatives and projects using modern development processes and practices, work with colleagues and vendors to build secure, resilient and adaptable systems.</td>
</tr>
<tr>
<td>3. Charter requirements are met and reflected in the unit’s strategy</td>
<td>3. Communicate the challenges and benefits of complex technical approaches or issues to colleagues across the business in plain language and respectfully.</td>
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<tr>
<td>4. Product and platform innovation is well planned and prioritised to assist with the organisation’s growth.</td>
<td>4. Ensure systems are designed for high availability, accessibility and usability to ensure information can be accessed by all users on agreed platforms.</td>
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<tr>
<td>5. Product innovation plans ensure staff have the tools to deliver the outcomes needed.</td>
<td>5. Provide product lead with ‘no surprises’ information about challenges or potential issues.</td>
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<tr>
<td>6. Any products, tools and assets delivered are adequately scoped and documented to enable effective support by in-house or third-party support staff.</td>
<td>6. Contribute to shared documentation around the structure and management of the RNZ infrastructure. Implement and maintain effective quality control systems for code development.</td>
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<tr>
<td>7. Existing systems are maintained at an appropriate level to ensure high availability and fault tolerance.</td>
<td>7. Provide on-call support on a rostered basis.</td>
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<td>8. Digital knowledge is increased across the wider business.</td>
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<td><strong>Organisational Culture and Strategy implementation:</strong></td>
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<td>1. Change to any practices and processes is well planned and introduced collaboratively.</td>
<td>1. You will be open-minded and work collaboratively.</td>
</tr>
<tr>
<td>2. Robust, modern development practices are deployed to assist with the successful completion of projects.</td>
<td>2. Help us improve development practices by sharing your knowledge and help us work towards sustainable development practice.</td>
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<th><strong>Staff leadership and development:</strong></th>
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<td>1. Act as technical lead on projects as required.</td>
<td>1. Mentor colleagues and partners as required.</td>
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<tr>
<td>2. Help up skill other staff to ease innovation projects and ensure success.</td>
<td>2. Model a collegial and constructive approach that reinforces an audience-first focus and encourages teamwork;</td>
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<tr>
<td>3. Be a considerate and supportive team member who encourages others to share their ideas.</td>
<td>3. Help plan projects with clear goals, timeframes and outcomes</td>
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<tr>
<td>4. Provide honest and open feedback to the Development and Product Lead.</td>
<td>4. Collaborate with staff to identify and implement ongoing training and development opportunities.</td>
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<th><strong>Financial operations:</strong></th>
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<td>1. Unit’s financial operations are managed within budget.</td>
<td>1. Monitor and budget expenditure you may have responsibility for against plans, taking corrective action as required.</td>
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PERSON SPECIFICATION

Qualifications:
Software development or related degree-level qualification, or equivalent experience.

Knowledge & experience
- 7+ years dedicated software development experience, including dedicated experience developing production Ruby on Rails applications.
- Demonstrable experience in managing software through the whole lifecycle, from inception through to production and subsequent maintenance, including working with Vendors, IT or Content teams to ensure smooth delivery.
- Excellent knowledge of internet protocols & standards, demonstrable knowledge of front-end languages such as HTML, CSS and Javascript/ECMAScript.
- Proven expertise in connecting disparate systems, particularly working with RESTful APIs.
- Focus and experience in creating sustainable software through standards-based development and automation.
- Experienced in best-practice software development with experience in areas such as application security, CI/CD, high availability architectures, automated infrastructure management.
- An understanding of RNZ programming and Charter objectives.

Desirable experience
- Modern devops practices
- Log-based / stream-processing architectures
- Media-industry

Personal attributes
- Highly flexible and adaptable individual, aware that there is no ‘one solution’ to any problem and able to balance the diverse needs of the user, the team, the business and the codebase and prioritise accordingly
- Proven achievement and credibility as a developer who sets and achieves high professional standards, comfortable working in a cross-functional team.
- Interested in using the right tool for the job rather than religiously advocate for a given technology
- An interest in and proven track record of collaboration and knowledge sharing including mentoring of others
- Able to set and achieve high professional standards - for self and others
- The proven ability to:
  - think flexibly and creatively with an ability to quickly grasp complex topics;
  - think and act strategically, e.g. organisational awareness, sustainable development practices;
  - persist in achieving results by effectively managing own time, overcoming obstacles and or tolerating ambiguity;
  - maintain own health, safety, welfare to ensure optimum resilience and performance in difficult situations or under stress.
  - The willingness to be open and transparent e.g. disclose mistakes, act ethically, seeking and acting on constructive feedback.
- Able to apply all legislative requirements, regulations, policies and procedures related to area of responsibility and specialised expertise
- A proven track record of working closely with people from across the business, with the ability to challenge received wisdom a must.

- The willingness to understand and promote the value of diversity, including obligations under the Treaty of Waitangi
COMPETENCIES

Leadership and Teamwork
- Helps make all team relationships work
- Works in a consultative and positive manner
- Manages disagreement in a constructive way, avoiding unpleasant confrontations
- Explains their reasoning so others can understand
- Accepts differences and looks for the positive

Strategic Capability
- Approaches each situation with a clear perception of limits and actual conditions in the context of their job and the organisation
- Makes connections between issues and allows flexibility in solutions
- Fulfils objectives communicated from the business plan
- Thinks creatively

Managing Self
- Adjusts rapidly to new situations
- Recognises responsibility for self-care in relation to health and safety and wellbeing
- Seeks, listens to and responds to feedback
- Balances different job responsibilities according to priorities, making progress in all areas
- Seeks help in a timely way
- Is accountable for their role and responsibilities
- Can be relied on
- Develops knowledge with sufficient depth for appropriate problem solving
- Applies intellect in a rigorous way
- Shows prudence and perspective in forming judgements, and flexibility in designing solutions
- Acts ethically

Outcome Driven
- Keeps current in specialist or technical areas
- Thinks laterally
- Is energetic, enthusiastic and positive about achieving goals and resolving issues within cost constraints
- Displays a high level of initiative, effort and commitment to Radio New Zealand and its Charter
- Continuously improves services
- Ensures that projects are completed in a timely manner and within budget

Management
- Encourages attitudes that support Radio New Zealand, holds and promotes an organisation-wide view
- Learns about parts of the organisation beyond own work experience
- Is positive towards change, wanting to build something new and better
- Uses efficient and cost-effective approaches

Building Relationships
- Demonstrates relationship building and communication skills
- Enlists the support of others to achieve Radio New Zealand’s goals
- Can enter into intense discussion without personalising issues
- Is respectful in all forms of communication
- Moves from their own position if the weight of evidence is against it
- Represents the organisation positively and effectively
- Establishes and maintains positive working relationships with internal business units
- Achieves the group’s objectives
- Takes account of circumstances when communicating with others.