

revolutioniseSPORT

POSITION DESCRIPTION

Senior Platform Engineer

COMPANY OVERVIEW

revolutioniseSPORT is the emerging market leader in online sports management. We are an Australian owned and operated award-winning complete digital solution for sports & community group managers, staff & volunteers and for organisations of all sizes.

We service over 158 State and National Sporting Organisations as well as over 7,000 local clubs & associations across 8 countries.

We started this business because we saw too many volunteers becoming overwhelmed with onerous administration, and ultimately leaving a sport they once loved because they were burnt out. We utilise technology to reduce tedious tasks and paperwork, leaving our volunteers and staff more time to focus on the things that make their organisation FUN.

We **LOVE** what we do because we get to see our platform simplify and improve the lives of people just like us every day. We pride ourselves on the fact that our staff are driven and constantly seeking solutions. Every staff member (no matter how junior) works across the entire business, from answering support tickets to being involved in high level business decisions and planning.

We are a young, close-knit team with a profound love for nerdy jokes and a sincere adoration of coffee (and a lot of tea). We work hard and sometimes we put in long hours, but to us - having fun at work is not just important, it is imperative. There is always time to celebrate the small wins.

ROLE SUMMARY

We are looking for an individual who will be helping to lead our business into its next phase of growth. Ideally, they will be a professional with experience in a larger organisation from which they can bring their tacit knowledge and experience into our team.

The key facets of this role will be:

- **Senior Platform Engineer**
Be a key driver in the development of our platform, including feature planning, development, and supporting technical troubleshooting – as well as mentoring others in the team in best practices, coding ability and problem-solving skills.
- **General platform support**
Work with some of Australia's biggest sports in rolling out best-in-class digital solutions – ranging from organisations with 1,000 members all the way up to Olympic sports with 150,000+ members. We ensure all of our staff have the opportunity to work on client projects.

While all of our staff are people 'of all trades' – in this senior role, you will need to be comfortable with (and excited about!) working across a multitude of clients, roles, tasks and projects. No two days are the same, and we are looking for someone who is an optimistic, solutions-focused individual. You will always be seeking to identify areas of opportunity to implement new processes and streamlining efficiencies. **You** are empowered to drive change within the business.

Further, you will have the opportunity to progress as the business grows, in a way that would not be possible at a larger organisation. We're looking for someone who can learn with us and be rewarded with increased responsibility and career progression.

KEY ACCOUNTABILITIES

- Develop deep product refactoring, feature gap solutions, and bug fixes in a large but well-maintained PHP code base.
- Develop production-level high-quality code covered with appropriate automated tests and/or testing instructions for platform support team.
- Develop and maintain technical documentation related to the implemented solution.
- Actively participate in architectural discussions and propose solutions to system and product changes across teams.
- Identify and review backward incompatibility changes and mitigate impact on customers.
- Independently chase complex tasks and dependencies to completion.
- Participate in peer code reviews.
- Participate fully in - and sometimes lead - agile team activities.
- Develop an in-depth understanding of the business processes supported by the system.
- Maintain production environments relating to online services. This will include development, stage, and production systems.
- Manage code releases for application environments.
- Ensure appropriate system monitoring, alerting, and notifications for application systems.
- Provide application log investigation and reporting as required.
- Ensure continuity of the business processes supported by one or many applications and services.
- Ensure continuity and quality by owning the resolution of issues across platforms, including tracking progress and escalating as appropriate until resolution reached.
- Ensure that applications and related services are documented and kept current.
- Keep abreast of technical developments of operational importance to the company and participate in developing and recommending standards.
- Establish and maintain effective working relationships with all stakeholders.
- Undertake advanced administration tasks as required e.g. to support problem resolution.
- Use problem-solving skills to resolve complex technical problems for internal and external parties.
- Provide maintenance and support of existing application and functionalities.
- Upgrade older functionality as required to meet best practice requirements.

High level client management:

- Work with current and prospective clients to achieve business outcomes including digital consulting, digital property development, client onboarding, client training and bespoke digital project management.
- Present to, and train, clients on features relevant to business rules and workflows.
- Play a crucial role in the tender/request for information process for prospective clients, including but not limited to identification of key requirements, mapping to relevant platform features, brainstorming workflow management, and presenting solutions.

Mentoring:

- Mentor and coach other engineers on the team.
- Upskill non-development staff to understand technical issues where appropriate in a manner that they can convey to our diverse client base.

QUALIFICATIONS

- 4+ years' production-level experience with PHP, and/or JavaScript.
- Experience with frameworks such JQuery.
- Solid understanding of HTML (and, to some extent, CSS).
- Understanding of web application architecture.
- Experience with Amazon AWS and AWS cloud deployment including Elastic Beanstalk, EC2, Cloudfront, S3 and other related services.

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- Experience with load balancing and building scalable systems.
- Knowledge of source control and release management tools.
- Experience of monitoring tools and/or transaction monitoring.
- Strong knowledge with relational databases (MySQL, Amazon Aurora).
- Experience with CI/CD pipeline fundamentals and tools such as Jenkins.
- Experience with git.
- Bachelor's Degree, Master's Degree, or equivalent in Computer Science, Software Engineering, or similar.

SKILLS

- **Industry & professional experience**
Though not imperative, experience in sports management, club management, cloud solutions and architecture, software-as-a-service, or other digital systems will be highly regarded.
- **Customer service & client relationship management**
An intrinsic ability to build a strong rapport with clients and partners. Developed and proven skills in managing client expectations, showing empathy and managing client relationships.
- **Authority and accountability**
Demonstrated commitment to meeting deadlines, achieving objectives and managing expectations. Takes personal responsibility and is able to justify making tough decisions.
- **Creativity and problem solving**
Embraces flexibility, facilitates solutions and makes decisions based on an understanding of the relevant issues, primary objectives and sound knowledge of available resources and capabilities. Adopts a collaborative and flexible approach to problem solving and information sharing.
- **Communication**
A natural propensity to communicate clearly and concisely in an empathetic yet direct and professional manner.
- **Leadership & team work**
Takes personal responsibility and leads by example. Is able to engage, motivate and drive a team to success without the need of a clear hierarchy.
- **Time management and prioritisation skills**
Able to discern the importance of competing requirements, allocate resources based on priorities and manage expectations of all relevant stakeholders.
- **Interpersonal skills**
Approaches all personnel with respect and consideration; collaborates effectively with team members; exercises relationship building skills to develop strong and collaborative relationships with internal and external stakeholders.

ADMINISTRATIVE DETAILS

- Permanent, full-time role.
- Reports to **Digital Director**.

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- Commencement date negotiable.
- Estimated working hours 9 – 6, Monday – Friday.
- Located at revSPORT HQ, at our Homebush office, next to Sydney Olympic Park.
- Some after-hours and weekend work will be required.
- Some regional and interstate travel will be required.
- Salary and entitlements negotiable based on experience.
- A state-of the-art laptop will be provided which can be used for personal and business purposes.