JIRA and Confluence Administrator

Ministry of Social Development,

56- The Terrace, Wellington City, Wellington

New Zealand

Wellington based 12 months Fixed Term Contract

The JIRA Administrator is an invaluable role within IT Development Support under IT Applications. JIRA is an Agile/Issue Management tool provided by Atlassian. Within MSD we use JIRA for Bug Tracking, Project Management, Creating epics and prioritization.

This position is responsible for delivery and supporting the technical solution for the main JIRA/Confluence environment/users within/outside MSD. The role involves creating projects and dashboards for our business users. There is also a BAU (Business-as-Usual) support component of adding new users, providing training and support (modifying workflows, custom fields etc).   
We are looking for a candidate that will help us consolidating different instances of JIRA at MSD and has experience on SAFe Agile framework.

You will become a subject matter expert not only in strategic vision, design and development of the JIRA/confluence tool set but also in the current deployment practices within Development Support, IT Applications. You will develop your skills for continuous update on JIRA /Confluence solution to meet the growing needs of IT Applications and the broader business.

You will be a member of the Development Support team and report into IT Release and Environments Manager.   
  
**The key responsibilities of the role will be:**

* Configure and administer the JIRA/Confluence toolset
* Gather requirements from the business to determine ways to optimize/improve JIRA/Confluence setup and workflows, as well as identify where functionality can/cannot meet user requests
* Develop dashboards and advanced filters in JIRA/Confluence to provide end-users and programme leadership with meaningful information.
* Provide User Management and support, manage system access across groups to ensure compliance, and maintain leading practices. Create and manage security schemes.
* Develop and maintain custom fields and configurations
* Create and maintain detailed technical and user-facing documentation
* Provide training where appropriate
* Install, manage and administer JIRA/Confluence add-ons, plugins, and extensions
* Interact with existing vendors and MSD Staff for support and troubleshooting

**Day to Day Responsibilities:**

* Administration of the Atlassian tool suite to ensure a smooth user experience
* Creating JIRA projects, queries and reports as needed
* Monitor system performance
* Training on Atlassian tool set and SAFe Agile structure in JIRA
* Provide on-going support and configuration maintenance
* Manage JIRA/Confluence dashboards and reports
* Support changes to workflows, custom fields and add-ons
* Ensure user adherence to system operating standards and procedures.
* Create or maintain detailed systems administration documentation

**Other Activities:**

* Provide input for capacity planning facilities, including performance evaluations, recommendations of enhancements and upgrades to improve services and efficiency
* Development and maintenance of configuration and documentation
* Participate in the development and operation of projects which include team members
* Contribute to team communication activities
* Participate in peer review of own and others work
* Identify and act on personal learning and development opportunities

**Skills Required:**

* 3-4 years of hands-on system administration/support experience within an IT environment, preferred Atlassian experience.
* Some experience in providing end user support within a large organization
* Experience with system configuration, preferably using JIRA.
* Some Unix experience will be add-on.
* A strong delivery focus particularly developing a packaged business solution (Dashboards, reports and training as well as a technical solution)
* Good communication (written and oral) skills

**Key Accountabilities:**

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| Key Result Areas | Accountabilities |
| **day to day operations and support** | * Administration of the Atlassian tool suite to ensure a smooth user experience * Creating JIRA projects, queries and reports as needed * Monitor system performance * Training on Atlassian tool set and SAFe structure in JIRA * Provide on-going support and configuration maintenance * Manage JIRA/Confluence dashboards and reports * Support changes to workflows, custom fields and add-ons * Ensure user adherence to system operating standards and procedures. * Create or maintain detailed systems administration documentation |
| **Planning participation** | * Provide input for capacity planning facilities, including performance evaluations, recommendations of enhancements and upgrades to improve services and efficiency |
| **change Management** | * Development and maintenance of configuration and documentation |
| **team and individual performance** | * Participate in the development and operation of projects which include team members * Contribute to team communication activities * Participate in peer review of own and others work * Identify and act on personal learning and development opportunities |
| **budget and project reporting** |  |

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| **Technical / Professional Knowledge**   * Understanding of Agile methodologies * Experience in managing JIRA project and Confluence pages * Strong documentation skills * Good understanding of Security and Security practices * Comfortable training small groups * Experience with query language helpful   **Other Requirements**   * Ability to learn quickly * Strong problem solving skills * Ability to work independently with minimal guidance * Excellent interpersonal skills * Strong information management skills |