Job Code: DOE

Role Definition

Troubleshoot, diagnose and fix production software issues; develop monitoring solutions; perform software maintenance and configuration; implement the fixes for internally developed code; update, track and resolve technical challenges.

Responsibilities

- Design and implement appropriate environments for those applications; engineer suitable release management procedures and provide production support
- Plan, deploy, and maintain critical business applications
- Design and implement appropriate environments for those applications; engineer suitable release management procedures and provide production support
- Design and develop automation workflows; perform unit tests and conduct review to make sure your work is rigorously designed, elegantly coded, and effectively tuned for platform performance, and assess the overall quality of delivered components
- Troubleshoot problems, involving the appropriate resources and driving resolution of issues with a focus on minimizing impact to our customers
- Participate to the Agile DevOps design, development, testing, and release of new capabilities and features with focus on release and post-production support
- Represent production support for the suite of apps in the domain in Agile stand-ups, planning sessions and deployment activities
- Drive improvements to processes and design enhancements to automation to continuously improve the production environment

Job Requirements

Education Requirements

Bachelors

Experience Requirements

- 3+ years of hands-on Windows operating systems engineering and troubleshooting
- Experience with DevOps, specifically automation
- Strong background in Windows, IIS Administration, .Net Core
- Experience with automation/configuration management using Chef, Ansible, SCCM, LanDesk, Docker, Terraform, Packer.
- Ability to use a wide variety of technologies, including: open source technologies, cloud services (AWS, Azure), IIS, Apache, Tomcat, F5, Azure Devops, CI/CD, APM
- A working understanding of code and script (Powershell, .Net, Python, Ruby, AngularJs, NodeJs, and/or Go)

Enterprise Infrastructure Data

Business Function

IT and Operations

Business Unit

- Axos Advisor Services
- Axos Clearing
- Information Technology

Job Family Memberships

- 154 AXC Technology
- 158 AAS Technology
- 852 IT - Infrastructure

Possible Cost Centers

- 0000 Default (For all Departments except Commercial Banking & Axos Clearing)

Job Function

Support

Position Level

Non-Officer

Management Position:

No

FLSA Status

Exempt

EEOC Job Classification

Professionals

NAICS Worker's Comp Code

- 8810
- 953
- 4904
- 561110

Job Role Type

Specialized

Compliance Code

- AXC
- IT Group

IT Hardware Assignment

Laptop Computer

Criteria Assessment Type

- Specialty Knowledge Staff

BGCheck Package:

Below VP Level

Job Function / Family

Technology : Holds all of the Technology job profiles for the enterprise.

Role Classification

Job Band
Team Leadership; Technical Professional
Difficult technical tasks; Implementation experience; Self-sufficiency; Small project responsibility; Technical supervision

Job Focus
Technical
Focus on technical activities that require specialized knowledge

Job Focus
Business
Focus on business activities

Legend

☐ Low priority   ☐ Normal priority   ☐ High priority   ▨ Not assessable

Foundational

Business, Individual, Management and Leadership competencies for general functions in the organization.

Individual	1	2	3	4	
Accuracy and Attention to Detail		☐			Working Knowledge High Priority
Communicates Effectively		☐			Working Knowledge High Priority
Decision Making and Critical Thinking		☐			Working Knowledge High Priority
Teamwork		☐			Working Knowledge High Priority

Competency Descriptors

Individual

Accuracy and Attention to Detail: Understanding the necessity and value of accuracy; ability to complete tasks with high levels of precision.

★ **Required level: Working Knowledge (2)**

Required level priority: High
- Accurately gauges the impact and cost of errors, omissions, and oversights.
- Utilizes specific approaches and tools for checking and cross-checking outputs.
- Processes limited amounts of detailed information with good accuracy.
- Learns from mistakes and applies lessons learned.
- Develops and uses checklists to ensure that information goes out error-free.

Communicates Effectively: Understanding of effective communication concepts, tools and techniques; ability to effectively transmit, receive, and accurately interpret ideas, information, and needs through the application of appropriate communication behaviors.

★ **Required level: Working Knowledge (2)**

Required level priority: High
- Avoids technical jargon when inappropriate.
- Delivers helpful feedback that focuses on behaviors without offending the recipient.
- Listens to feedback without defensiveness and uses it for own communication effectiveness.
- Looks for and considers non-verbal cues from individuals and groups.
- Makes oral presentations and writes reports needed for own work.

Decision Making and Critical Thinking: Knowledge of the decision-making process and associated tools and techniques; ability to accurately analyze situations and reach productive decisions based on informed judgment.

★ **Required level: Working Knowledge (2)**

Required level priority: High
- Applies an assigned technique for critical thinking in a decision-making process.
- Identifies, obtains, and organizes relevant data and ideas.
- Participates in documenting data, ideas, players, stakeholders, and processes.
- Recognizes, clarifies, and prioritizes concerns.
- Assists in assessing risks, benefits and consideration of alternatives.

Teamwork: Knowledge of the necessity and value of teamwork; experience with; ability to work cooperatively towards shared goals and being supportive of others at all levels.

★ **Required level: Working Knowledge (2)**

Required level priority: High
- Explains own role and responsibility within team.
- Actively participates in team meetings.
- Shares information, knowledge, and experiences openly and proactively.
- Describes team mission and objectives in the context of results to be achieved.
- Demonstrates open, friendly, accepting, and supportive behaviors with team members.

Functional

Technical competencies by functional area for general functions in the organization.

High Technology	1	2	3	4	
Software Development Life Cycle		☐			Working Knowledge High Priority
Software Integration Engineering		☐			Working Knowledge High Priority
Software Product Installation and Support		☐			Working Knowledge High Priority
Information Technology	**1**	**2**	**3**	**4**	
Technical Troubleshooting		☐			Working Knowledge High Priority

Competency Descriptors

High Technology

Software Development Life Cycle: Knowledge of software development life cycle; ability to use a structured methodology for delivering and managing new or enhanced software products to the marketplace.

★ **Required level: Working Knowledge (2)**

Required level priority: High
- Describes similarities and differences of life cycle for new product development vs. new release.
- Identifies common issues, problems, and considerations for each phase of the life cycle.
- Works with a formal life cycle methodology.
- Explains phases, activities, dependencies, deliverables, and key decision points.
- Interprets product development plans and functional documentation.

Software Integration Engineering: Knowledge of software integration processes and functions; ability to design, develop and maintain interfaces and linkage to alternative platforms and software packages.

★ **Required level: Working Knowledge (2)**

Required level priority: High
- Has experience with designing data exchange interfaces to and from software product.
- Describes tools and techniques for extraction, transformation and loading of electronic data.
- Cites examples of common linkage requirements for software products and vendors.
- Works with integrating software into the customer or partner framework and infrastructure.

- Participates in the development of technology interfaces and bridges.

Software Product Installation and Support: Knowledge of software product installation and support; ability to help customers install, integrate, and operationalize software products or systems.

★ **Required level: Working Knowledge (2)**

Required level priority: High
- Follows standard procedures to troubleshoots common installation and operational issues.
- Assists with product installation, configuration and integration.
- Describes functions and facilities for data migration, export and transformation.
- Demonstrates product tutorials, help function and other support aids.
- Helps install and support one product internally and at customer sites.

Information Technology

Technical Troubleshooting: Knowledge of technical troubleshooting approaches, tools and techniques; ability to anticipate, recognize, and resolve technical issues on hardware, software, application or operation.

★ **Required level: Working Knowledge (2)**

Required level priority: High
- Discovers, analyzes, and resolves hardware, software or application problems.
- Works with vendor-specific diagnostic guides, tools and utilities.
- Handles calls related to product features, applications, and compatibility standards.
- Analyzes code, logs, and current systems as part of advanced troubleshooting.
- Records and reports specific technical problems, solving processes and tools that have been used.

Axos Core Competencies

Contains the Axos Enterprise core competencies that are mandated by CEO to be present on all established job profiles. Includes 4 team member competencies plus 1 additional for managers.

Team Member Competencies [Required for all Job Profiles]	1	2	3	4	
Drives Results		☐			Level 2 High Priority
Honesty and Integrity		☐			Level 2 High Priority
Initiative		☐			Level 2 High Priority
Problem Solving		☐			Level 2 High Priority

Competency Descriptors

Team Member Competencies [Required for all Job Profiles]

Drives Results: Understanding of the criticality of getting things done in spite of current circumstances and the ability to utilize assigned resources and leverage back-channel resources (individuals or teams) to achieve or exceed planned outcomes.

★ **Required level: Level 2 (2)**

Required level priority: High

- Adjusts to new or changing assignments, processes, people, and priorities as business need dictates.
- Finds or creates ways to measure performance against goals.
- Identifies and exploits own strengths; solicits support from others to minimize limitations.
- Seeks out advice, help, and information when needed to accomplish responsibilities.
- Strives for excellence in performance by surpassing established standards.

Honesty and Integrity: Knowledge of the importance of being a role model for honesty and integrity; ability to demonstrate sound business ethics and consistent adherence to and promotion of these in all business and personal transactions.

★ **Required level: Level 2 (2)**

Required level priority: High
- Explains corporate ethics, values, and codes of conduct to others.
- Demonstrates the courage to speak truth to power.
- Exhibits a personal standard of excellence marked by honesty and integrity.
- Maintains constancy in business relationships while considering multiple perspectives.
- Analyzes feedback from internal and external audiences about the organization's reputation.

Initiative: Being proactive and committing to action on self-identified job responsibilities and challenges; ability to seek out work and the drive to accomplish goals.

★ **Required level: Level 2 (2)**

Required level priority: High
- Identifies and exploits own strengths; minimizes limitations.
- Provides appropriate degrees of attention to both personal and professional priorities.
- Explains how own motivation relates to the workplace.
- Utilizes available tools or approaches for increasing knowledge of self-motivation.
- Learns and uses resources the organization has to assess and enhance team motivation.

Problem Solving: Knowledge of approaches, tools, techniques for recognizing, anticipating, and resolving organizational, operational or process problems; ability to apply knowledge of problem solving appropriately to diverse situations.

★ **Required level: Level 2 (2)**

Required level priority: High
- Identifies and documents specific problems and resolution alternatives.
- Examines a specific problem and understands the perspective of each involved stakeholder.
- Develops alternative techniques for assessing accuracy and relevance of information.
- Helps to analyze risks and benefits of alternative approaches and obtain decision on resolution.
- Uses fact-finding techniques and diagnostic tools to identify problems.