Job Description

1. ROLE DETAILS:

Job Description Code:	ITC014
Position title:	DEVELOPMENT ENGINEER (IT)
Reports to:	SENIOR SOFTWARE ENGINEER
Department:	BUSINESS TECHNOLOGY
Grade:	DFS 17

2. ROLE PURPOSE:

To bridge the gap between software development and dans ICT operations, ensuring seamless, automated, and efficient deployment, monitoring, and management of applications, and focus on improving collaboration, automation, and reliability within the software development lifecycle (SDLC).

3. KEY ACCOUNTABILITIES:

Description

CI/CD Pipeline Development & Automation

- Design, implement, and manage Continuous Integration/Continuous Deployment (CI/CD) pipelines.
- Automate the build, test, and deployment processes to ensure rapid, consistent, and error-free software releases.
- Work with developers to integrate CI/CD workflows into the development lifecycle.

Infrastructure as Code (IaC) & Configuration Management

- Implement and maintain Infrastructure as Code (IaC) using tools like Terraform, Ansible, or CloudFormation.
- Automate provisioning, scaling, and management of infrastructure across cloud and on-premises environments.
- Standardize and version-control infrastructure configurations.

Cloud & Server Management

- Deploy, monitor, and manage applications on AWS, Azure, or Google Cloud.
- Optimize cloud infrastructure to enhance performance, cost-efficiency, and scalability.
- Ensure high availability and disaster recovery strategies are in place.

Containerization & Orchestration

- Develop and manage containerized applications using Docker.
- Deploy and scale applications using Kubernetes or other orchestration tools.
- Ensure efficient resource allocation and fault tolerance for containerized workloads.

3. KEY ACCOUNTABILITIES:

Description

Monitoring, Logging & Performance Optimization

- Implement monitoring and logging solutions using tools like Prometheus, Grafana, ELK Stack, or Datadog.
- Ensure real-time alerts and automated responses to incidents.
- Continuously optimize system and application performance.

Security, Compliance & Access Management

- Enforce security best practices across the DevOps ecosystem, including network security, encryption, and access control.
- Conduct regular vulnerability assessments and apply patches to maintain compliance with industry standards.
- Implement role-based access control (RBAC) to ensure secure access to resources.

Collaboration with Development & Operations Teams

- Work closely with software engineers, QA teams, and IT teams to align DevOps practices with business goals.
- Foster a DevOps culture that promotes collaboration, efficiency, and continuous improvement.
- Support developers in optimizing applications for deployment and scalability.

Incident Response & Troubleshooting

- Diagnose and resolve production issues quickly to minimize downtime.
- Perform root cause analysis (RCA) and implement preventive measures.
- Create and maintain incident response procedures to ensure quick recovery from failures.

- Undertakes similar or related duties as directed by senior management.

4. COMMUNICATIONS & WORKING RELATIONSHIPS:

Internal:

- All dans and DFS

External:

- DA BT
- Vendors
- Third parties involved in integration of equipment and software into the network

5. KNOWLEDGE, SKILLS & EXPERIENCE:

- Bachelor’s degree in computer science, Software Engineering, Information Technology.
- Equivalent industry experience in software development, IT operations, or DevOps-related roles can sometimes substitute for formal education.
- Hands-on experience with CI/CD pipelines using Jenkins, GitLab CI/CD, Azure DevOps, or CircleCI.
- Expertise in Infrastructure as Code (IaC) using Terraform, Ansible, CloudFormation, or Puppet.
- Strong scripting and automation skills in Bash, Python, PowerShell, or Go.
- Experience with cloud platforms such as AWS, Azure, or Google Cloud (GCP).
- Knowledge of server administration in Linux and Windows environments.
- Understanding of networking, load balancing, DNS, and firewall configurations.

- Strong experience with Docker and container orchestration using Kubernetes (K8s).
- Familiarity with container security and optimization best practices.
- Knowledge of monitoring and logging tools like Prometheus, Grafana, ELK Stack (Elasticsearch, Logstash, Kibana), or Datadog.
- Ability to analyze performance metrics and optimize system performance.
- Understanding of cloud security best practices and implementation of RBAC (Role-Based Access Control).
- Familiarity with securing CI/CD pipelines, encryption, and vulnerability management.
- Experience with compliance standards such as ISO 27001, NIST, GDPR, or SOC2.
- Expertise in Git and Git-based workflows (GitHub, GitLab, Bitbucket).
- Experience with branching strategies, code reviews, and version management.

Knowledge & Experience:

- 2-5+ years of experience in DevOps, Site Reliability Engineering (SRE), System Administration, or Cloud Engineering.
- Experience in managing production environments and supporting high-availability systems.
- Experience working in Agile & DevOps environments.

6. BEHAVIOURAL COMPETENCIES:	WEIGHT % DISTRIBUTION
• **Communication**	**5%**
• **Adaptability & Innovation**	**5%**
• **Teamwork**	**5%**
• **Customer Orientation**	**10%**
• **Problem Solving and Decision Making**	**15%**
• **Results Orientation**	**20%**
• **Attention to detail**	**20%**
• **Procedures Awareness**	**20%**

7. SAFETY & SECURITY REQUIREMENTS

- Adhere to the applicable safety & security (information security) ISR policies and procedures of dans.
- Report any security (information security) breaches or incidents to dans Security team security.incident@dans.gov.ae.
- Report any safety incident to dans safety team or by submitting Salama.
- Attend safety & security (information security) awareness sessions conducted in dans.

8. APPROVALS:
Accepted: Job Holder
Name & Signature
Reviewed by: Line Manager
Name & Signature