POSITION DESCRIPTION

Engineering Manager - WFS

ReadyTech (ASX:RDY) exists to help communities thrive, and ReadyTechers flourish on making that change happen.

They enjoy taking on challenges that matter to our customers, communities, and the world – and working to solve them with incredible technology that helps navigate complexity, while also delivering meaningful outcomes.

ReadyTechers are enterprising, and hungry to make a difference. But, more than ever, ReadyTechers are *ready for anything.*

POSITION DESCRIPTION

Title	Engineering Manager - WFS	**Location**	Australia or New Zealand
Report to	Head of Technology - WFS	**Direct report(s)**	Tech Leads and Engineers

The purpose of this role

The **Engineering Manager** is accountable for engineering outcomes across delivery, operations, technology, people and cost for their platform(s).

They operate as a senior technology leader within WFS, balancing customer and commercial outcomes with technical health, reliability and long-term platform strategy. They work closely with Product, Technology and executive stakeholders to make pragmatic trade-offs across roadmap delivery, support, security, technical renovation and investment.

A key focus of the role is driving **AI-first software engineering**, using modern AI engineering harnesses such as **Claude Code**, AI-assisted code review tools such as **CodeRabbit**, and automated engineering workflows to materially improve engineering velocity, quality and developer experience.
The Engineering Manager also plays a critical role in the reliability of our payroll platforms, leading major incidents and escalations where required and ensuring systemic issues are addressed rather than repeatedly managed through short-term fixes.
They lead the architecture and modernisation of legacy software, progressively moving platforms towards modern, secure, scalable and cost-effective architectures while managing the commercial and operational realities of established payroll products.

The key accountabilities of the role

1. **Strategy and Architecture**

   Translate the Head of Technology's strategy and business priorities into actionable engineering and technology roadmaps.

   Own platform-level technology direction and lead architectural decisions that balance:

   - Customer and commercial outcomes
   - Product roadmap commitments
   - Reliability and scalability

- Security and compliance
- Technical debt and legacy modernisation
- Hosting and software costs
- Engineering productivity

Lead the progressive modernisation of legacy software and architecture, using pragmatic approaches such as incremental renovation, strangler patterns, platform consolidation and cloud-native technologies where appropriate.

Ensure architectural decisions support the long-term direction of WFS while recognising the operational requirements of mature payroll platforms.

2. AI-First Software Engineering

Lead the adoption of **AI-first engineering practices** across engineering teams.

Drive effective use of AI engineering harnesses and agents such as Claude Code and other emerging tools to improve development throughput and engineering quality.

Establish engineering practices that use AI throughout the software development lifecycle, including:

- Solution and codebase analysis
- Software design
- Code generation and refactoring
- Automated testing
- Security and vulnerability analysis
- AI-assisted code review such as CodeRabbit
- Incident investigation and root cause analysis

Continuously evaluate emerging AI engineering capabilities and determine where they can provide meaningful business value.

3. Delivery

Be accountable for engineering delivery across their platform, ensuring teams deliver predictably while maintaining appropriate levels of quality, reliability and cost efficiency.

Work closely with Product and business stakeholders to understand priorities, challenge assumptions and make clear trade-offs between features, technical renovation, support and operational work.

Drive continuous improvement in engineering delivery, including:

- Faster feedback loops
- Effective design and architecture reviews
- Automated testing
- AI-assisted and human code review
- Reliable CI/CD pipelines
- Observability
- Retrospectives and continuous improvement
- Effective documentation and onboarding

Use engineering metrics and business outcomes to identify constraints and improve team performance.

4. **People**

Lead, coach and develop Tech Leads, Senior Engineers and engineering teams.

Build a culture of:

- Ownership
- High engineering standards
- AI-first thinking
- Continuous learning
- Customer focus
- Pragmatic decision-making
- Accountability for outcomes

Develop engineering leaders who can independently lead teams, architecture, delivery and operational outcomes.

Ensure performance expectations are clear and actively support career and capability development across the engineering organisation.

5. **Operations and Support**

Own engineering support and operational outcomes for their platforms.

Lead or coordinate response to **P1 and other critical incidents**, including payroll and customer-impacting incidents where timely resolution is essential.

Ensure teams maintain clear ownership of operational health, including:

- Incident rate
- Mean time to restore
- Support workload
- Platform availability and performance
- Recurring customer issues
- Root cause remediation

Drive teams away from repeated temporary fixes towards addressing underlying architectural, product and operational causes.

Ensure engineering teams understand the critical nature of payroll systems and the business and customer impact when payroll processing, integrations or regulatory obligations are disrupted.

6. **Financials**

Understand the commercial performance of their platforms and ensure technology decisions consider both customer value and financial outcomes.

Work with the Head of Technology, Product and executive stakeholders to understand platform revenue, investment and cost drivers.

Identify opportunities to improve margins and reinvest in growth by optimising:

- Cloud and infrastructure costs
- Software and licensing costs
- Engineering and support effort
- Vendor and partner expenditure
- Legacy platform costs

Develop clear business cases for significant technology investments and modernisation initiatives.

Communicate technical decisions in commercial terms, including the expected customer, revenue, cost, risk and operational impact.

The key responsibilities of the role

The Engineering Manager will:

- Lead engineering teams responsible for critical HR and payroll platforms.
- Own engineering delivery, technical health and operational outcomes for assigned platforms.
- Lead architecture and technical renovation of legacy software.
- Drive AI-first engineering practices and adoption of AI development harnesses.
- Establish effective use of AI-assisted code review and automated engineering quality controls.
- Work with Product to balance roadmap delivery against technical debt, support and platform investment.
- Lead P1 and major customer-impacting incidents when required.
- Ensure incident learnings result in root cause remediation and platform improvements.
- Drive improvements in software architecture, scalability, security, observability and performance.
- Improve developer experience through better tooling, environments, CI/CD, documentation and onboarding.
- Understand platform economics and identify opportunities to reduce technology and operational costs.
- Present technology strategies, risks, investment proposals and delivery updates to executives and senior stakeholders.
- Work directly with senior customers and internal stakeholders where complex technology or payroll issues require engineering leadership.
- Develop Tech Leads and senior engineers into strong technical and people leaders.
- Promote consistency and knowledge sharing across WFS engineering teams.

The ideal candidate will have these:

1. Skills	1. Demonstrated ability to lead and grow engineering teams with accountability for delivery, support, cost, and strategy. 2. Strong incident management skills, including experience acting as commander for P1 incidents. 3. Excellent communication skills across written, verbal, and presentation formats, with the ability to translate technical decisions into business outcomes and engage effectively with executives. 4. Ability to coach and develop Tech Leads. 5. Strong analytical and problem-solving skills. 6. Ability to prioritise competing requirements and resolve conflicts. 7. Ability to set and meet deadlines and perform under pressure.
2. Knowledge	1. Strong understanding of modern software engineering practices, including architecture, automated testing, CI/CD, observability, security and DevOps. 2. Understanding of AI-first engineering practices, including coding agents, AI-assisted code review, automated software analysis and engineering workflow automation. 3. Experience with AI engineering tools such as Claude Code, GitHub Copilot, CodeRabbit or equivalent technologies. 4. Strong understanding of software architecture and approaches for progressively modernising legacy applications. 5. Experience with .NET, SQL, REST APIs, modern frontend frameworks and cloud environments such as AWS or Azure. 6. Understanding of containerisation, distributed architectures, APIs and modern cloud-native engineering practices. 7. Knowledge of platform performance, scalability, reliability, root cause analysis and application lifecycle management. 8. Understanding of software security, secure development practices and frameworks such as ISO 27001. 9. Understanding of platform-level financials, including cloud, software, people and support costs. 10. Strong understanding of Agile and modern product engineering practices, with an emphasis on outcomes and fast feedback rather than process or ceremony.
3. Experience	1. 5+ years' experience leading software engineering teams, including direct people leadership. 2. Experience managing senior engineers and Tech Leads and developing engineering leadership capability. 3. Experience owning technical roadmaps and making trade-offs between product delivery, legacy modernisation, reliability and technical debt. 4. Demonstrated experience introducing or scaling AI-assisted engineering practices within software development teams. 5. Experience modernising substantial legacy software systems while maintaining business continuity.

[redacted]	6. Proven experience leading major production incidents and improving operational reliability following incidents. 7. Experience working with senior executives and Product leaders and presenting technology options, risks and recommendations in commercial terms. 8. Experience working with business-critical transactional software. Experience with payroll, HR, financial or regulated software is highly regarded. 9. Previous hands-on software engineering experience, ideally including C#, .NET, SQL and APIs, with sufficient technical depth to maintain credibility with senior engineering teams. 10. Exposure to cloud-native architectures, containers, Kubernetes/Linux and modern platform engineering practices is highly regarded.