POSITION DESCRIPTION

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| General Information |  |
| Position Title: | Senior Cloud Systems Engineer |
| Incumbent: | N/A |
| Function & Team/Program: | Business Information Services (BIS) |
| Location(s): | National Office & Statewide |
| Manager’s Position Title: | Cloud Services Manager |
| Manager’s Name: | Stanley Sidik |
| Date Prepared: | June 2022 |
| Prepared By: | Stanley Sidik |
| Approved By: | Mathews George |

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| Primary Purpose of this Position *(In one sentence - why does the role exist?)* |
| Implementation, maintenance and security management of Cloud technical platforms (infrastructure, network and application integration services) to ensure continuity of access to and availability of The Smith Family’s business critical systems. |

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| Scope | |
| Direct Reports to this Position | Indirect Reports |
| By Position Title | Total Number |
| NIL | NIL |
| Financial Dimensions controlled by this Position *(Include key financial metrics such as revenue growth, income & expense budget, etc)* | |
| Direct control | Indirect control |
| e.g. Revenue, Operating expenditure, Capital expenditure, etc  • N/A | • Cost & optimisation of cloud platforms and monthly spend |
| Other Dimensions of this Position | |
| e.g. Number of programs, site responsibility, geographic spread of team • All traditional on-premises infrastructure (Hyper-V) and major cloud platforms (Azure, O365 and AWS) | |

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| Setting Priorities *(how is work prioritised)* |  |
| How often does employee prioritise their own work? Eg. Daily, weekly, monthly, annually, other | Daily |
| How often does employee determine the priorities of others? Eg. Daily, weekly, monthly, annually, other | N/A |

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| Key Relationships *(Who does the role interact with? List the titles of individuals, departments and organisations frequently interacts with)* | |
| Internal | * BIS Platform Technical Leads * Architecture & Security Leads * Other management and delivery team members |
| External | • External project consultants and delivery vendors |

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| Key Decision Making in this Role *(What are the key decisions and recommendations made in this role?)* | |
| Decisions Expected   * Infrastructure and technology design in line with project implementation guidelines and industry bestpractices * Escalation of tier 3 support issues to internal and external stakeholders as required * Escalation and remediation of infrastructure faults and risks as required * Provide consultation and best-practice advice to security related queries from technical and non-technical stakeholders | |
| Recommendations Expected   * Provide guidance to the Cloud Services Manager to make decisions to select the most efficient, secure and effective technical solution (to meet business requirement within budget and time constraints while considering solution performance) * Provide architectural recommendations to improve platform health and performance * Provide recommendations regarding improved Business Information Systems (BIS) processes | |
| Key Responsibilities / Accountabilities (*List the major areas from largest % of job to smallest)* | |
| Major Area: Operational Excellence | % of Job: 20% |
| * Ensure end-to-end system availability of mission-critical systems and lead critical incident resolution and root cause investigation. * Ensure continuity of backup and DR services in line with existing service levels * Automation of BAU and delivery tasks to increase team and system efficiencies * Manage service levels according to published levels in the Service Catalogue | |
| Major Area: People Management | % of Job: 20% |
| * Work effectively with the Service Desk to ensure all security related escalated cases are handed over seamlessly. * Provide advice to the Cloud Services Manager and ensure team capability (capacity and skill) is aligned with business need * Identify team capability gaps and provide technical mentorship for system incidents and service delivery with support from Cloud Services Manager | |
| Major Area: Process and Platform Improvement | % of Job: 20% |
| * Ensure BIS and development policies, processes and procedures are operating as designed * Improve existing or develop new policies, processes and procedures to meet the organisation’s service level requirements | |
| Major Area: System implementation and architecture | % of Job: 40% |
| * Work within the cloud services team to assist with the delivery of key infrastructure projects * Work with BIS and other functional areas to investigate and respond to infrastructure and security incidents relating to cloud and on-prem systems * Work with BIS to define and implement architectural capabilities required to deliver business and IT strategy and solution architectures for initiatives * Works closely with the platform owner/managers to ensure a robust architectural runway that can support future business requirements throughout the product lifecycle | |

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| Key Challenges in Achieving Goal(s): *(What are the key challenges faced by this role in meeting goals/objectives)* |
| * To maintain a customer-focussed IT support function, maintaining a culture that provides high-quality support to the organisation in line with corporate goals. * To implement and maintain an enterprise-wide network and other IT infrastructure to support new IT solution implementation projects and achieving high levels of systems availability * Keep abreast of emerging technology in the areas of infrastructure development and support, continually updating technical skills * Work in a team to implement solutions on time, within budget and to high quality |

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| Qualifications, Experience and Competencies: *(What background, knowledge, experience or competencies are required to*  *perform the role at the expected level?)* | | | | | | |
| Education /  Qualifications / Memberships: | | Essential | | | Desirable | |
| * Tertiary qualification in Information technology * Network/Systems Administrator Certification (MCSE or CCNP) or equivalent experience   • Microsoft Certified: Azure Administrator Associate | | | * Masters qualification in Information Technology or similar focus * ITIL 2011 (Foundations) or better * Microsoft Certified: Azure Solutions Architect Expert | |
| Experience: | | Essential | | | Desirable | |
| * 5+ years supporting a virtualised Microsoft environment both server   (Microsoft Server, Exchange, Hyper-V  etc.)   * 2+ years supporting network and firewall infrastructure (Cisco, HP Procurve, Fortinet etc.)   • 3+ years supporting cloud infrastructure implementations (eg: AWS/Azure & Office365) | | | * Experience in cloud migration projects involving Microsoft Intune * Experience with WAF or other Firewall technologies (F5, Netscaler or similar) * Experience with Amazon AWS/Azure &   Office 365 security controls, policies and best practices   * Experience with microservices architecture platforms | |
| Competencies: | | Essential | | | Desirable | |
| •  •  • •  •  •  • | | Excellent interpersonal skills and ability to deal with staff at all levels in the organisation  Strong problem solving & trouble shooting skills  Accountability for work outcomes Respect for individual differences and dignity  Commitment to learning, developing skills and mentoring  team members technical capabilities  Capability to work across all stacks  of infrastructure (Storage,  Compute, Network)  Working in partnership with others (teamwork) | * Excellent interpersonal skills and ability to deal with staff at all levels in the organisation * Capability to work across all stacks of infrastructure (Storage, Compute, Network) Multi-stack * Network Administration, Configuration and Support for SD-WAN, Wireless and ADSL Networks * Automation of infrastructure deployment tasks through scripting   (PowerShell, bash etc.)   * Experience with CI/CD pipeline deployment and/or orchestration tools   (Chef, Puppet, Azure DevOps) | |