CLOUD SERVICES ENGINEER
POSITION DESCRIPTION

Position Title:	Cloud Services Engineer
Responsible To:	Manager, Enterprise Platforms & Cybersecurity
Council Portfolio:	Corporate Services
Council Program:	Information Management
Classification Level:	Salaried, Level 8

Overview of Portfolio

The Corporate Services Portfolio provides effective and efficient services and insights to strengthen and grow our organisational capability, and support a culture of accountability, transparency and innovation. Additionally, the Portfolio provides the key support functions to ensure Council's subsidiaries, the Adelaide Central Market Authority (ACMA) and Adelaide Economic Development Agency (AEDA), deliver their objectives in accordance with their respective Charters, and statutory requirements and obligations.

Overview of Program

The Information Management Team delivers integrated technology solutions that improve access to information, streamline processes, and encourage collaboration across the organisation, to enable the delivery of customer focused services to our community.

Key Relationships / Interactions

Internal	Employees across the Information Management Program City of Adelaide (CoA) employees across all Portfolios, Programs & Teams
External	Local Government and State Government bodies Service providers, suppliers and contractors

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Primary Purpose	As part of the Information Management Team, the Cloud Services Engineer's primary purpose is managing and maintaining the set of Cloud & On-Premise Infrastructure along with Cloud system software to ensure their effectiveness, availability and performance. Additionally, the Cloud Services Engineer role is responsible for the Cybersecurity of the Infrastructure set.

Responsibilities	The Cloud Services Engineer is responsible for:
	
	• The management, design, planning, implementation and maintenance of the end-to-end development and integration of software solutions in collaboration with the Manager, Enterprise Platforms and Cyber Security.
	• Developing, implementing, and maintaining a strategic technology road map for the specific set of Cloud/On Premise elements including integrated service offerings, researching, evaluating and cost benefit analysis of new technologies which will enhance current business practices and systems.
	• Collaborating with wider business and IM stakeholders to address concerns, understand the needs around requirements for new applications/solutions and communicate business and technical impacts to the team.
	• Developing, as appropriate, and maintaining the CoA standard architecture design practices, processes and output artefact specifications.
	• Ensuring application of appropriate Cybersecurity Controls as required for the relevant IT Assets.
	• Ensuring compliance to cyber best practices and minimise the residual risks of cyber-attacks to the corporation.
	• Thoroughly conducting and completing annual reviews and audits as required engaging both internal business partners across the organization and external resources.
	• Providing technical guidance, training, and mentoring to team members on new systems and technologies as required in delivery solutions to the Corporation.
	• Contributing to and maintaining an understanding of CoA's ICT strategy and Business Systems Roadmap to ensure solution consistency with the Enterprise Architecture roadmap.
	• Proactively engaging with a range of diverse internal customers, to identify and develop appropriate solutions including the creation and maintenance of artefacts, in line with best practice and standards including:
	    o Target Architecture
	    o Reference Architecture
	    o Architecture Principles
	    o Conceptual Documentation
	    o Standards and Guidelines.
	• Configuration Management of all Cloud/On-premise Infrastructure in accordance with the ACSC Essential 8 Strategies to Maturity Level 3 including:
	    o Application Control
	    o Patch Applications
	    o Multi Factor Authentication
	    o Restrict Administration Privileges
	    o Application Control
	    o Restrict Microsoft Office Macros
	    o User Application Hardening
	    o Regular Backups.

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- Providing quality customer service through timely incident and problem management practices.
- Managing and maintaining the assigned set of IM cloud/on-premise infrastructure and systems software/hardware in accordance with ITIL Methodologies.
- Compliance of all key systems where relevant are aligned to:
  - Current PCI-DSS standards
  - ACSC Essential 8
  - CIS Hardening Benchmarks
  - Internal Audit Actions

Workplace Health and Safety & Additional Responsibilities

All employees are also responsible for;

- Complying with the City of Adelaide Employee Behavioural Standards.
- Supporting the application of and demonstrably engaging in the CoA's Equal Employment Opportunity, cultural diversity and ethical practice policies.
- Taking reasonable care to ensure their own safety and not placing others at risk by any act or omission.
- Attending WHS training and following instructions and advice provided.
- Complying with the requirements of the CoA WHS management system.
- Using and caring for equipment, including personal protective equipment, as instructed.
- Not intentionally or recklessly interfering with or misusing workplace equipment and supplies in a manner that could adversely affect health, safety or welfare in the workplace.

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Position Criteria

Qualifications	A tertiary qualification in Information Management or related field and/or commensurate demonstrated experience in lieu of formal qualifications. Technical certification in ITIL V2.0 or higher.	**Essential**
People Management	Demonstrated ability to influence peers and business stakeholders.	**Essential**
Financial Skills & Acumen	An awareness of commercial acumen and strong sense of accountability.	**Essential**
Technical Knowledge & Experience	Demonstrable experience in managing and maintaining complex public cloud infrastructure such as Microsoft Azure and/or Amazon Web Services (AWS). Experience in supporting complex networks, servers, specialised software and desktop computers in a large scale computing environment. Experience in utilising the latest server scripting technology (such as PowerShell) to manage and automate routine tasks. Ability to read and understand JSON/XML based log information for the purpose of debugging and automation. Ability to apply analytical and technical skills to develop a thorough understanding of a complex infrastructure environment and the work processes associated with operational management. Experience working within a medium-large enterprise utilising the ITIL v2.0 or higher fundamentals and frameworks for IM Systems Management.	**Essential**
Project Management	Project management experience.	**Essential**
Innovation & Initiative	Demonstrated ability for innovative and creative solution creation, across complex issues that may impact the whole organisation. Proven ability to work collaboratively within a high functioning leadership team which values innovation and creativity. Building and developing simple and powerful business focussed solutions.	**Essential**
Resource Management & Decision Making	Proven ability to effectively utilise allocated resources which includes planning, delegating and prioritising. Ability to prioritise and be flexible when responding to changing priorities and demands.	**Essential**
Professional Development	A commitment to ongoing professional development and continuous learning.	**Essential**
Customer Commitment & Integrity	Commitment to placing the customer at the centre of everything we do demonstrated through the provision of timely, reliable and expert advice on matters within area of responsibility.	**Essential**

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	Demonstrated passion for the work that you do and the participation in sharing your successes with the team.	
Collaboration & Communication	Excellent communication skills, both written and oral. Energy and personal style to collaborate and influence across all levels in order to create awareness and traction around the adoption of IM strategies. Proven ability to build positive relationships and consult, negotiate and communicate with all levels of management and staff, government agencies, stakeholders and the community, both verbally and in writing.	**Essential**
Administrative Skills	Demonstrated planning, prioritisation and organisation skills. Analytical nature with the ability to solve complex business issues.	**Essential**
Government Experience	Experience working in a government environment.	**Desirable**

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Our Values

Our values will guide us towards becoming a stronger, more effective organisation with a positive and mutually beneficial work environment for everyone.

Our Values

ACHIEVEMENT   COLLABORATION   CUSTOMER COMMITMENT   INTEGRITY   INNOVATION

Achievement
- Deliver what matters
- Ensure clarity of direction and unity of purpose
- Inspire excellence and strive for outstanding results

Collaboration
- Work together to build successful teams and partnerships
- Be open, inclusive, and share knowledge
- Seek, provide and act on feedback

Customer Commitment
- Know your customers and put them first
- Listen to and understand customer needs
- Be responsive, close the loop and deliver on promises

Integrity
- Own your actions, successes and mistakes
- Act with transparency, honesty and respect
- Do what you say you will do

Innovation
- Look for ways to improve and create positive change
- Think broadly and take a wider viewpoint
- Be responsive to new ideas and opportunities

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Special Conditions

- Performance will be based upon the delivery of the agreed goals recorded in your Performance Review documentation.
- Some out of hours work may be required in order to meet the requirement of the role.
- An unencumbered South Australian Drivers Licence may be required.
- A satisfactory Police Clearance is required.
- A satisfactory Medical Clearance may be required.
- Where applicable, I have reviewed and understand the delegations associated with this position.

Physical Demands

Task	Office Workstation
Work Area	Various
Physical Demand Rating	Very Light Work

The below table summarises the physical demands of this role.

Physical Demand	O	F	C	Description	FCA Notes
Sitting		✓		Ergonomic adjustable chair	**Critical Range of Motion:** Shoulder to 90° flexion.
Standing	✓			Accessing folders, p/copier, talking to others	**Lift Capacity:** Up to 2kg (ream of paper).
Walking	✓			Meeting with others, moving between rooms	**Push / Pull Force:** N/A
Climbing	✓			Option to take the stairs	**Shift Duration:** 7.5 hrs to 8 hrs
Bending	✓			Reaching down to low shelves, p/copier	**Environmental Factors:** Indoor. Carpet in most offices. Lift access in most buildings.
Squatting	✓			Reaching down to low shelves, p/copier	**Task Rotation:** tasks are varied by the worker. Pause exercises, stretches and standing up are self-directed by the worker. Workers can alternate sides with the computer mouse.
Gripping		✓		Mouse, stationery, phone	
Forward Reach	✓			Typing, using the mouse, phone usage	
Lift	✓			Light items, folders, paper and documents	**Breaks:** 0:15 minute tea break, 0:30 meal break
Carry	✓			Short distances within the building /office	**PPE:** Office attire and appropriate footwear.

O = Occasional (1–33%), F = Frequent (34–66%), C = Constant (67–100%).

*This is a general statement regarding the physical requirements of the role. The inherent physical requirements are underpinned by Job Dictionaries, which can be accessed by contacting the People Team (OSCAR).

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Agreement

This Position Description is only descriptive of the type of duties to be undertaken by you during your employment and you accept the Corporation may require you to carry out any duties which are within your skills and competence.

** Electronic Offer** By accepting your letter of offer electronically you are agreeing to the work profile / job description attached to your offer.