Job Title:	Cloud Administrator
Position ID:	2225
Location:	Yuggera / Tuurbal	Milton
Division/Programme:	Digital & Technology
Immediate Manager:	Cloud Engineer
Direct Reports:	Nil

about us

yourtown is a trusted provider of services for young people, with a focus on mental health and wellbeing, long-term unemployment, prevention of youth suicide, child protection, as well as support for those experiencing domestic and family violence.

We exist to help young people realise they can tackle whatever life throws at them. To believe in their unique strengths, tenacity and self-determination, to identify and create the path they want for themselves.

Our goals are achieved through genuine collaboration with community, we depend on the support of donors, sponsors, governments and Art Union supporters to fund our vital services, to give children and young people the confidence to rise up and keep moving forward to achieve their potential.

purpose of the position

Our Cloud Administrator team is responsible for effectively managing and maintaining our Azure cloud and on-premises infrastructure, ensuring that they perform optimally, remain highly available, and adhere to rigorous security standards. They are instrumental in deploying, monitoring, and troubleshooting both our cloud-based and on-premises systems, collaborating closely with other teams to deliver efficient and scalable solutions.

Cloud Administrators provide support for various collaboration platforms such as Microsoft 365 (M365), OneDrive, SharePoint, and Teams calling. They play a crucial role in ensuring these platforms are properly configured, maintained, and supported to enable seamless collaboration and communication across the organisation.

Additionally, Cloud Administrators are responsible for the ongoing support and maintenance of end-user devices, including patch management and device provisioning through Intune with the assistance of Autopilot. They work closely with our service desk, providing expertise and handling escalated technical issues, ensuring that our team members have reliable and secure devices to carry out their work effectively.

responsibilities

May include, but are not limited to

- Responsible for Azure Cloud management, including the deployment, configuration, and ongoing management of Azure virtual machines, storage accounts, virtual networks, and other essential Azure resources. Your role will also involve monitoring and optimizing these resources to ensure they consistently deliver optimal performance, scalability, and cost efficiency.

- Responsible for the management of our on-premises infrastructure including overseeing and maintaining servers, VMs (Hyper-V and Vmware), storage systems, and networking equipment. This involves regular system patching, firmware upgrades, and security enhancements to ensure the ongoing integrity and security of the on-premises environment.

- Azure and on-prem AD are key components of our technology, responsibilities include user management, group, and organisational OU administration along with group policy management.

- Responsible for administering Microsoft Intune and Autopilot including Device enrolment, configuration and policies, application deployment and autopilot configuration.

- Responsible for the configuration and maintenance of various monitoring tools to proactively identify and address issues. Monitoring performance, capacity and availability across both cloud and on-prem infrastructure.

- Responsible for managing various backup solutions and maintaining infrastructure disaster recovery plans.

- Participate in various infrastructure projects and initiatives that bring performance, security and efficiency improvements.

- Responsible for maintaining compliance with various industry standards such as ISO27001, PCI DSS and ISM, these tasks include implementing security controls, auditing, patch management, UAM and documentation and reporting across our infrastructure technology.

- Collaboration with our IT Security team, working together in the ongoing management of security related advisories, tasks, patching and investigations.

- Responsible for the maintenance of comprehensive documentation, system configurations and operational procedures.

- Participation in on-call and support of critical system after hours.

- Demonstrate an understanding of and meet the requirements of the position and all performance expectations including:
  - Maintaining currency of knowledge with regards to relevant legislation, professional practice and emerging trends to ensure advice is current and effective.
  - Participating in other duties and cross-functional teams as may be required, in order to achieve efficient and effective **yourtown** services.
  - Participating in and meeting the expectations as agreed pursuant to the Organisational Performance System processes.
  - From time to time be required to assist in other locations and travel intrastate, or interstate, as required.

at **yourtown** our team members:

- Adopt a culture of individual and organisational accountability, shared mission, mutuality of respect and responsibility, growth mindset and continuous improvement.

- Invest in their own ongoing professional development and leadership capability through active learning, seeking feedback and participating in **yourtown** leadership impact opportunities.

- Solve team and organisational problems using a super team approach leveraging cross functional capabilities and skills with diverse thinking to create a future ready workforce.

selection criteria

Essential knowledge, skills, abilities:

- Experience in the management of the Azure cloud platform.
- Knowledge of cloud networking concepts, experience in virtual networks, routing and VPNs.
- Experience with enterprise directory and identity solutions (Active Directory, Azure Authentication, Single sign-on, MFA).
- Understanding of networking concepts including TCP/IP, DNS, DHCP, Subnets, routing and firewalls.
- Experience in on-prem storage solutions such as Pure Storage.
- Experience in virtualisation technology such as Hyper-V and Vmware.
- Experience managing devices in Intune and the use of Autopilot for deployments.
- Sound understanding and working knowledge of the Informational Technology and Infrastructure Library (ITIL) framework.

Desirable knowledge, skills, abilities:

- Experience in the management and maintenance of Linux or Mac operating systems.
- Strong understanding of cloud security best practices, access management and network security.

requirements

Our Cloud Administrators must always:

- Comply with the relevant state or territory requirements for working with children.
- Maintain satisfactory National Criminal History Check
- Possess an unrestricted current Driver's Licence
- Comply with **yourtown** immunisations requirements.
- Demonstrate professional conduct, behaviour and communication that is in line with **yourtown's** Values and Behaviours as outlined in the Code of Conduct
- Maintain confidentiality and discretion in all matters.
- Align to our mutuality of safety for self, others, and in our workplaces.
- Uphold the **yourtown** safeguarding commitment in every aspect of your role.

Review and Version Control				
Version	Authorised by	Approval Date	Effective Date	Comment
1.0	Jodie McAloney	08/2022	08/2022	New position
1.1	Helen Vahdat	07/11/2022	07/11/2022	Reporting line update from IT Service Delivery Manager to Cloud Infrastructure Manager
1.2	Suzi McIntosh	20/06/2023	20/06/2023	PD review. New PD template.