



Position Description – Cloud Engineer Azure

Position Details

Position Title:	Cloud Engineer Azure
Position Number:	
College/Portfolio:	Operations
School/Group:	Information Technology Services / University Operations
Campus Location:	Based at the City campus but may be required to work and/or be based at other campuses of the University.
Classification:	HEW 8
Employment Type:	Continuing
Time Fraction:	1.0

RMIT University

RMIT is a leading multi-sector university of technology, design and enterprise with more than 91,000 students and 11,000 staff globally. We offer postgraduate, undergraduate, vocational education and online programs to provide students with a variety of work-relevant pathways.

Our purpose is to offer life-changing experiences for our students, and to help shape the world with research, innovation, teaching and industry engagement. With strong industry connections forged over 130 years, collaboration with industry remains integral to RMIT's leadership in education, applied and innovative research, and to the development of highly skilled, globally-focused graduates.

With three campuses in Melbourne (Central Business District, Brunswick and Bundoora), two in Vietnam (Hanoi and Ho Chi Minh City) and a centre in Barcelona, Spain, RMIT is a truly global university. RMIT also offers programs through partners in Singapore, Hong Kong, mainland China, Indonesia, Sri Lanka, Belgium, Germany, Austria and The Netherlands, and enjoys research and industry partnerships on every continent.

We are also committed to redefining our relationship in working with and supporting Aboriginal self-determination. Our goal is to achieve lasting transformation by maturing our values, culture, policy and structures in a way that embeds reconciliation in everything we do. We are changing our ways of knowing, working and being to support sustainable reconciliation and activate a relationship between Indigenous

and non-Indigenous staff, students and community. Our three campuses in Melbourne (City, Brunswick and Bundoora campuses) are located on the unceded lands of the people of the Woi Wurrung and Boon Wurrung language groups of the eastern Kulin Nation

We're proud to share with you:

- The launch of our second **Reconciliation Plan for Dhumbah Goorowa**– a “**commitment to share**” - **an important step in our reconciliation journey.**
- RMIT University is an **Athena SWAN** member with Bronze Award accreditation and the College of Science, Engineering and Health is central to driving improvements in gender equality, diversity and inclusion, particularly in the Science, Technology, Engineering, Mathematics and Medicine (STEMM) disciplines.
- RMIT was placed **10th in the 2019 Randstad Employer Brand Research Awards**, up five spots from 2018.
- We were named as an **Employer of Choice for Gender Equality** by the Workplace Gender Equality Agency in 2019.
- We achieved **Gold Employer status for LGBTIQ** inclusion in the Australian Workplace Equality Index (AWEI) in 2018 and now in 2019.
- We were recognised as a **top five employer in 2018 for workplace accessibility** with the Australian Network on Disability.

RMIT Standings in university rankings

RMIT has a deep commitment to innovation, research and teaching, we are a 5-Star university under the QS Stars international evaluation system and are **238th globally in QS World University Rankings 2020** (moved up 12 places compared to 250th last year), being also 32nd in the world among universities less than 50 years old (2014 QS Top 50 Under 50 index). Additionally:

- In the 2019 QS World University Rankings by Subject, RMIT was positioned 12th in the world (highest ranked in Australia) in Art and Design, 22nd in the world (fourth highest in Australia) in Architecture and the Built Environment, and 37th in Media and Communications. We are also among the world's top 100 universities in Engineering (Civil and Structural; Electrical and Electronic; and Mechanical, Mechanical, Aeronautical and Manufacturing); Accounting and Finance; and Business and Management Studies).
- In the 2018 QS Rankings by Subject, RMIT was ranked 11th in the world and number one in the Asia Pacific for Art and Design, and 26th in Architecture and the Built Environment. RMIT is also among the world's top 100 universities in Engineering (Civil and Structural; Electrical and Electronic; and Computer Science and Information Systems); Accounting and Finance; Business and Management Studies; and Communication and Media Studies. The 2018 Shanghai Ranking's Global Ranking of Academic Subjects highlighted RMIT's strength in Engineering and Technology in particular.
- In the specialised rankings, RMIT is ranked 77th in the QS Graduate Employability Rankings 2020 and 82nd in the inaugural Times Higher Education University Impact Rankings 2019.
- RMIT also ranks in the world's **top 400** in the 2019 Academic Ranking of World Universities and in the world's **top 400** in 2020 Times Higher Education World University Rankings.

For more information, visit rmit.edu.au/about

College/Portfolio/Group

The Operations Portfolio enables an integrated, enterprise wide delivery for best practice student and staff experiences.

The Portfolio incorporates the following business units: Enterprise Business Performance Improvement (EBPI), Communications, Enterprise Project Management Office (EPMO), Global Marketing & Student Recruitment, Human Resources, Information and Technology Services (ITS), Office of the Chief Operating Officer, Procurement and Property Services Group (PSG).

Information Technology Services

Information Technology Services (ITS) provides RMIT University with Information and Communication Technology systems and services. Our role is to support RMIT's high quality teaching, learning, research and administrative activities.

Information Technology is of increasing importance to the research, teaching and learning life of a university, particularly a 'global university of technology and design' like RMIT. ITS has developed, in conjunction with the broader University, an ICT Plan to 2020. This plan highlights five goals for ICT within RMIT. They include:

1. Best in class digital student experience – Invest in new technologies which transform the student experience and underpin the digital strategy
2. Innovative and efficient Service Integrator – Reposition the ICT function to source and manage services more efficiently and to focus on business outcomes through innovation
3. Elegant global service experience and systems – Move to single global systems and processes which enable the global operating model
4. Data to fuel differentiation and decisions – Ensure quality data and integrated systems are available to support data based decision making, and enable personalised and contextualised services
5. Simple and secure technology foundations – Ensure foundation technology is simplified, free of duplication, and secure

ITS has an essential role to play in realising these goals.

Website: www.rmit.edu.au/its

Position Summary

The Cloud Engineer Azure will require Cloud skills that demonstrate an expert level of knowledge in Azure. They will need to demonstrate an ability or openness to changing the way IT operates today, with a desire to accelerate business change and remove traditional IT roadblocks.

The role will work closely with the Manager, Cloud Engineering and will be required to work collaboratively with customers throughout the University including within the immediate team.

A Cloud Engineer Azure will need to be results orientated and experiment driven; capable of leading an idea from its ideation phase to successful implementation, including planning under SAFe and SCRUM practices, solution design and Implementation using ARM templates or Infrastructure as code. Ensuring outcomes meet Cloud team and RMIT operational standards, are cost effective and most importantly align with customer requirements.

To be able to deliver end to end, the role will also require a solid understanding of supporting services and skills ranging from networking, DNS, authentication systems, monitoring, operating systems, scripting, monitoring, design and documentation.

As a member of the team, responsibilities will also include ensuring the Azure platform is well managed, ensuring the services hosted on the Azure platform is financially optimised, well architected and meets cloud best practices.

The individual will be required to embed service management into daily practices, ensure continuous improvement of infrastructure and assist in defining practices, processes and standards while adhering to organisational practices.

You will be required to provide design and consulting capability into projects and minor works. The role will also require facilitation of technical ownership and support transition from projects in a manner conducive to the rapid and innovative way RMIT is now delivering technology.

Reporting Line

Reports to: Manager, Cloud Engineering

Direct reports: None

Organisational Accountabilities

RMIT University is committed to the health, safety and wellbeing of its staff. RMIT and its staff must comply with a range of statutory requirements, including equal opportunity, occupational health and safety, privacy and trade practice. RMIT also expects staff to comply with its policy and procedures, which relate to statutory requirements and our ways of working.

Appointees are accountable for completing training on these matters and ensuring their knowledge and the knowledge of their staff is up to date.

Key Accountabilities

1. Build and maintain the Azure platform to support solutions. Define and implement the Azure platform architecture, governance and compliance requirements.
2. Continuously Improve, Operate and manage the cloud platform. Seeking new innovations to improve the Azure platform.
3. Develop plans and roadmaps for new platform requirements, bringing new cloud functionality to support business value creation.
4. Ensure solutions developed on the Azure platform meet governance and compliance requirements.
5. As an Azure Subject matter expert, provide mentoring and support on use of Azure services. Review and approve the use of cloud-native tools.
6. Provides advice, assistance and leadership associated with the planning, strategy, design,
7. budgeting and improvement of the Azure service at RMIT. Leveraging agile frameworks/practices such as SCRUM or SAFe.
8. Standardize and automate commonly needed platform components and solutions. Use reusable deployment packages that align with security, compliance, and service management policies.
9. Collaborate with product owners, developers, and support staff to ensure continuous and reliable delivery of service. Ensuring effective and efficient resolution to incidents, service requests and problems as per the documented service level agreements.
10. RMIT has a Global presence, as such this role will require being part of a 24x7 On Call Roster, which will involve working with Technical Engineers Internal and External to the Cloud Engineering team to resolve issues after hours.

Key Selection Criteria

1. Track record of successfully leading the provisioning, architecture, management and maintenance of an Azure Platform in large environments.
2. Experience working on projects, taking lead to deliver technologically innovative solutions ensuring customer needs are achieved.
3. Ability to work cooperatively within a team, imparting knowledge and sharing experience with others.
4. Ability to take a leading role in the establishment and maintenance of constructive relationships with customers, peers, suppliers and other key stakeholders.
5. A Subject matter expert in Azure design, architecture and services (compute, containers)
6. Experience in delivering solutions as Infrastructure as Code (ARM templates etc.)
7. Sound knowledge of server infrastructure, operating systems, networking, virtualisation (VMWare), and cloud computing.
8. Experience with Agile, and DevOps concepts Developing monitoring architecture and implementing monitoring agents, dashboards, escalations and alerts.

Qualifications

A tertiary qualification/vendor certifications and relevant experience.

Endorsed:	Signature: Name: Title: Date:	Approved:	Signature: Name: Title: Date:
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