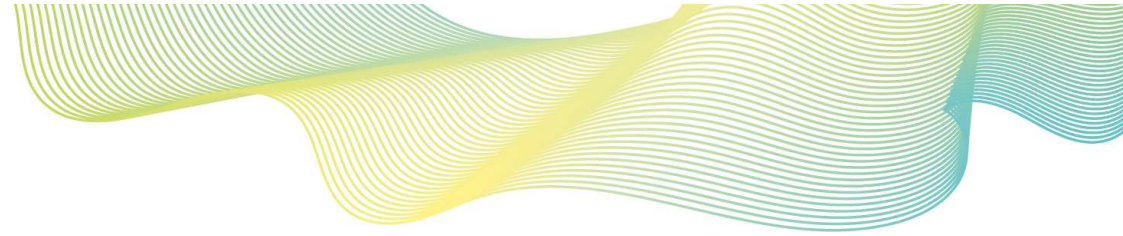


# Ready to challenge yourself?

At Hydro Tasmania, we're leaders in renewable energy, powering Australia with clean hydropower. We really care about making a difference for the better, but it's a big job, and we can't do it alone. Which is where you come in.

A career with us will support you to be the best you can be with open working relationships, genuine opportunity to try things your way, and unwavering commitment to excellence.

**Together we'll make a difference.**



## Position Description: **Cloud Specialist**

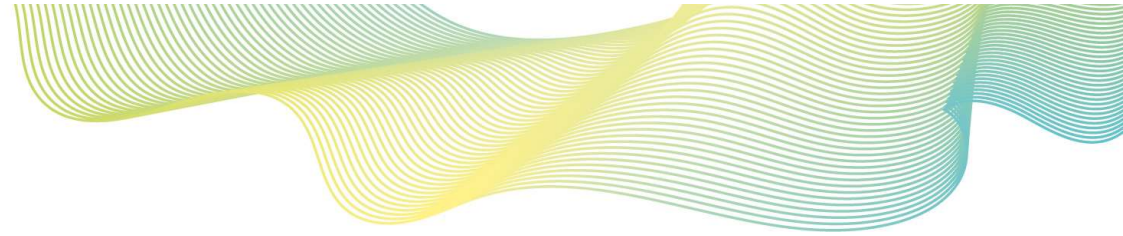
### Role overview

- **Position classification:** HT4
- **Number of direct reports:** NIL
- **Delegation Level:** DL7 <1k
- **Team, business area:** IT Operations, Finance and Strategy
- **Immediate manager:** Cloud Infrastructure Lead
- **Manager-one-removed (skip):** Manager IT Operations

### Role purpose

The primary responsibility of this position is to support a variety of IT Infrastructure systems and components that includes Microsoft based Infrastructure services, physical and virtual servers, storage and backup platforms and our AWS and Azure cloud environments.

The position will be responsible for a range of technologies as agreed with the Infrastructure Lead and will be responsible for day to day IT operations as well as planned and after hours support. This position is team focused and flexible in supporting different technologies and includes the requirement for regular cross skilling, training and knowledge sharing.



## Position Description: **Cloud Specialist**

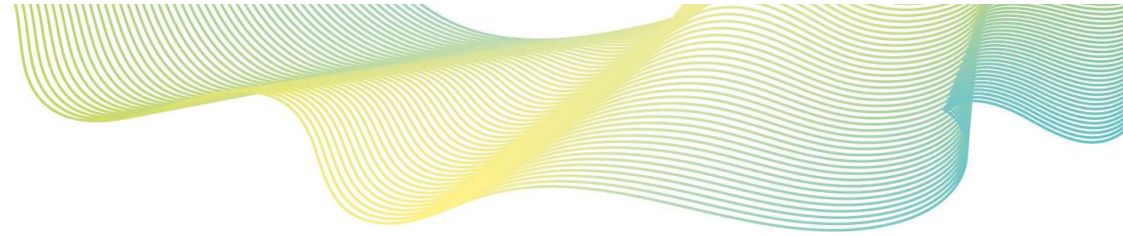
### Role accountabilities

#### Leadership and organisation

- **Customer Focus** - Builds strong customer relationships and delivers customer-centric solutions,
- **Action Oriented** - Takes on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm,
- **Builds Effective Teams** - Builds strong-identity teams that apply their diverse skills and perspectives to achieve common goals,
- **Collaborates** - Builds partnerships and works collaboratively with others to meet shared objectives,
- **Enabling Wellbeing** - Making purposeful and well-informed choices to optimise wellbeing for self and others, role-modelling wellbeing as a priority, embedding reliable disciplines and influencing positive change in the system for others, and

#### Leadership and organisation (continued)

- **Demonstrates Self-Awareness** - Using a combination of feedback and reflection to gain productive insight into personal strengths and weaknesses.



# Position Description: **Cloud Specialist**

## **Role accountabilities**

### **Technical**

#### **Incident Management**

- Timely closure of incidents and requests
- Participate in and on call after hours support roster
- Manage incident escalation and closure with third party vendors

#### **Asset management and patching**

- Support asset management and assisting in proactive planning of system upgrades and replacements
- Support and contribute to the development of management plans for each Infrastructure asset class
- Plan and implement patching and upgrades to ensure currency and high quality support for all systems under management
- Raise infrastructure risks and single points of failure when identified.

### **Technical (continued)**

#### **Change management**

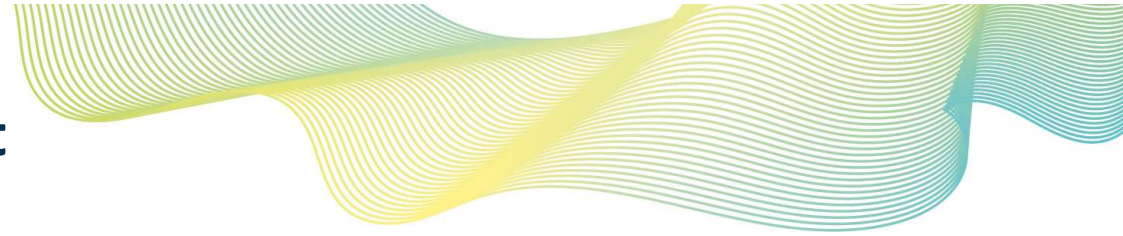
- Document and implement system changes using HTg ServiceNow tool
- Perform peer review of changes from vendors and team members

#### **Knowledge management**

- Ensuring KB articles on operating Infrastructure are captured and regularly maintained
- Collaborate with team members to ensure knowledge is transferred effectively within the team
- Develop and maintain skill and training plans

#### **Support Business Continuity**

- Support testing of DR plans
- Support operational readiness for recovery.



# Position Description: **Cloud Specialist**

## Candidate attributes

### Technical skills and qualifications

- Qualifications in relevant disciplines, and commensurate experience.
- Able to work effectively with technical and business staff with varying experience and skills.
- Desire to learn and adapt skills across a wide variety of systems
- A collaborative approach with the ability to build effective partnerships within own team and across the organisation
- Ability to manage competing demands to achieve beneficial outcomes and effectively manage stakeholders at all levels.

### DESIRABLE

- Knowledge of the Australian Energy market
- ITIL V3 Certification
- Industry qualifications

### Change mindset

- You identify and implement opportunities for continuous improvement/Lean initiatives within your team and across the business.
- You embrace change and encourage others to do the same.
- You display resilience and persistence to achieve positive change outcomes.

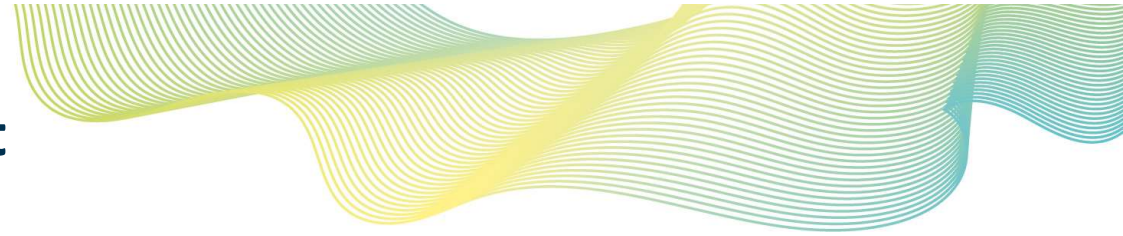
### Growth mindset

- You see challenges and failures as opportunities.
- You actively seek and learn from feedback.
- You have a mindset of development, determination and opportunity.
- You seek opportunities to develop and grow into a future leader of the business.

### Behavioural competencies

- See the Behavioural Competency Framework on the following page.





# Position Description: **Cloud Specialist**

## Candidate attributes

### Experience

- Ideally have approximately five years experience working in high performance IT infrastructure environments in an operational setting.
- Operate in a technical team delivering regular and after hours support.
- Experience working with external suppliers.
- Experience in ITIL processes associated with operations (e.g. Incident, Access, Problem, Facilities and Operational Control Management, Capacity and Performance management).
- Expertise in several of the following areas:
  - MS Active Directory & Azure AD; ADDS, CS, ADFS
  - Server virtualisation; VMware vSphere
  - Cloud infrastructure services; AWS / Azure
  - Configuration management; Group Policy, Puppet
  - Physical infrastructure management; Servers, SANs, HCI, datacentres
  - Backup and DR technologies; Dell Networker/PPDM, Data Domain, RP4VM
  - App/Desktop virtualisation; XenApp, Docker, Kubernetes, VMware Horizon
  - Load balancers; Citrix NetScaler, Kemp
  - Networking principles; VLANs, routing, DMZ, DNS, DHCP
  - IaC & Automation; GitHub, Terraform, Packer

### Change mindset

- You identify and implement opportunities for continuous improvement/Lean initiatives within your team and across the business.
- You embrace change and encourage others to do the same.
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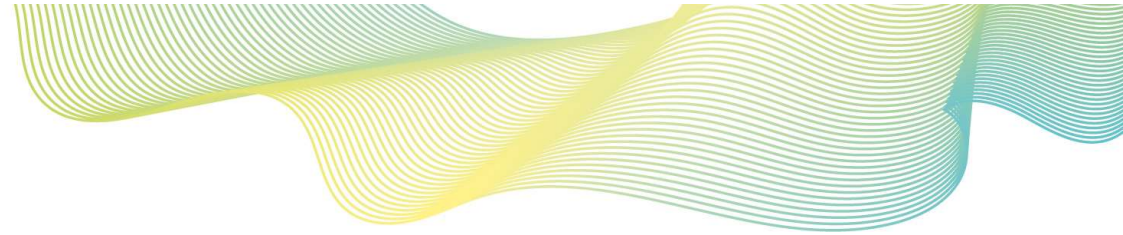
### Behavioural competencies

- See the Behavioural Competency Framework on the following page.

# Position Description: **Cloud Specialist**

## Behavioural Competency Framework

Competency	Description	All of us
Innovation & Continuous Improvement	Looks for new and better ways of doing things. Adapts to change to promote growth and improvement.	<ul style="list-style-type: none"> <li>• Continually looks for opportunities for Lean improvements</li> <li>• Follows ideas through to action, reflects and always seeks to do better</li> <li>• Demonstrates diverse thinking and embraces change</li> <li>• Encourages peers to do the same</li> </ul>
Collaboration	Breaks down silos, works across boundaries and builds relationships to achieve outstanding results to be proud of.	<ul style="list-style-type: none"> <li>• Actively looks for opportunities to share knowledge and utilise strengths</li> <li>• Works co-operatively to achieve shared objectives</li> <li>• Recognises others for their contributions and accomplishments</li> <li>• Gains and demonstrates trust and support for others through actions</li> </ul>
Builds effective working relationships	Embraces and encourages an environment of respect and trust.	<ul style="list-style-type: none"> <li>• Supports equal and fair treatment for all</li> <li>• Is seen as a team player and finds common ground in a respectful way</li> <li>• Seeks and provides feedback to improve working relationships</li> </ul>
Accountability	Stands up and takes ownership for achieving results. Sets high standards for self and others.	<ul style="list-style-type: none"> <li>• Follows through on commitments and encourages others do the same</li> <li>• Takes personal responsibility for own timely and quality activities</li> <li>• Designs feedback into the ways of work to support 'growth mindset'</li> <li>• Provides exceptional service to stakeholders and customers</li> </ul>
Judgement	Identifies and acts on issues and develops quality solution, setting high standards of decision making.	<ul style="list-style-type: none"> <li>• Always role models our values</li> <li>• Demonstrates rigor to make effective and quality decisions</li> <li>• Stands up and acts when issues arise with a sound and level-headed approach.</li> <li>• Keeps informed of activities and evolutions in the broader business</li> </ul>



## Organisational Values: **Our Way**



### **All about our customers**

Creating a brighter future for our customers is at the heart of every decision we make. We take time to listen, learn and adapt to deliver innovative product solutions impact solutions that genuinely meet their needs.



### **Keep each other safe**

We've got each other's backs. We care for the well-being of our colleagues and communities and we courageously speak up when things aren't right.



### **Do the right thing**

It's up to all of us to leave a positive legacy for this world. We do the right thing by each other, our communities and our planet by acting with integrity and honesty in all that we do.



### **Better together**

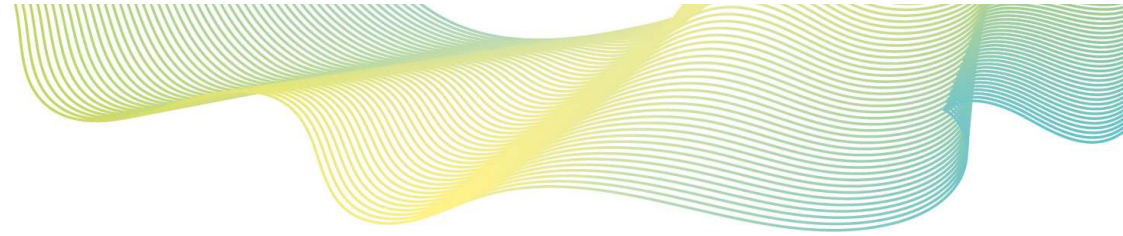
We create meaningful opportunities when we work together to unlock the power of our diverse talents. We can do great things when we listen and learn from each other's perspectives.



### **Find a way**

We're up for solving even the toughest challenges. We collaborate, innovate and persevere until the job is done. And then we get up and do it again.





## Organisational Requirements

### Health, safety and security

Fosters and adheres to a culture that enables self and others' safety to make good choices at the forefront of all actions. Contributes to our ability to deliver our services by demonstrating an understanding of cyber security standards and applying them to relevant activities in the workplace.

### Compliance and standards

Ensures compliance through actively engaging with stakeholders and maintains awareness of relevant legislation, laws, regulations, standards, codes and Hydro Group policies and procedures. Influences continuous improvement and positive outcomes so they are viewed as adding value.

### Diversity and inclusion

Hydro Tasmania group supports applications from all members of our community and equitable access to our employment opportunities. We are open to discussing workplace flexibility in all our vacancies, to ensure we can attract the best candidates and accommodate individual needs, differences, disabilities and working arrangements, even in ways we have not thought of. Our merit based recruitment practices are founded on building diversity by fostering an inclusive, flexible and equitable workplace.