**JOB DESCRIPTION**

# Cloud and Data Centre Engineer

# **ABOUT UNITING**

**Our purpose:** To inspire people, enliven communities and confront injustice.

**Our values:** As an organisation we are **Imaginative, Respectful, Compassionate** and **Bold**.

At Uniting, we believe in taking real steps to make the world a better place. We work to inspire people, enliven communities and confront injustice. Our focus is always on the people we serve, no matter where they are at in their life.

Our services are in the areas of aged care, disability, child and family, community services, and chaplaincy and we get involved in social justice and advocacy issues that impact the people we serve. As an organisation we celebrate diversity and welcome all people regardless of disability, lifestyle choices, ethnicity, faith, sexual orientation or gender identity. We commit to respecting children and take action to keep them safe.

Uniting is the services and advocacy arm of the Uniting Church NSW & ACT and as such Uniting leaders understand, support and can express the mission and purpose of the Uniting Church.

# **ABOUT THE ROLE**

**Role Purpose**

This role is responsible for contributing to the ongoing operation and continuous improvement of the processes, services and systems which comprise Uniting’s cloud and on-premise environments. In addition, the role will drive customer service excellence via collaborative partnerships both within the IT directorate, as well as across the business, to ensure Uniting’s staff and customer needs can and will be met sustainably.

# ROLE KEY ACCOUNTABILITIES

You will be an integral member of the team in the Cloud and Infrastructure team through the following:

* Providing analysis of relevant research and operational information and assisting managers to evaluate and integrate the information they receive.
* Coordinating and maintaining team management systems and ensuring relevant information is input on a consistent and regular basis.
* Providing a collection of relevant data to assist with budgeting, the operation of the team and production of regular reports.
* Conducting specialised studies as required, providing insights into the operation of the team and the organisation.
* Actively promoting safe work practices in the workplace during all activities consistent with Uniting’s policies and comply with all WH&S legislation, policies and procedures.
* Actively contributes to a safe and supportive working environment that is inclusive of all staff through celebrating their nationality, cultural background, LGBTI status, abilities, gender and age.

As the cloud and systems engineer, your role specifically will:

* Applies tools, techniques and processes to administer, track, log, report on and correct configuration items, components and changes. Assists with audits to check the accuracy of information and undertakes any necessary corrective action under direction.
* Documents changes based on requests for change. Applies change control procedures.
* Uses system management software and tools to collect agreed performance statistics. Carries out agreed system software maintenance tasks.
* Monitors service component capacity and initiates actions to resolve any shortfalls according to agreed procedures.
* Maintains security administration processes and checks that all requests for support are dealt with according to agreed procedures. Investigates security breaches in accordance with established procedures.
* Supports the team lead and senior engineer in deployment, set up and tuning of on-premise and cloud infrastructure elements following maintenance schedules and using appropriate tools and test equipment.
* Adheres to agreed cloud and infrastructure support processes, and checks that all requests for support are dealt with according to agreed procedures. Uses management software and tools to investigate issues and maintain configuration standards at all times.
* Carries out agreed operational procedures of a routine nature. Contributes to maintenance, installation and problem resolution.
* Contributes to ongoing capacity, performance and availability reporting of operational metrics. Uses standard procedures and tools to carry out defined system backups, restoring data where necessary. Contributes to the implementation of maintenance and installation work.
* Investigates problems in systems, processes and services. Assists with the implementation of agreed remedies and preventative measures.
* Ensures Incidents are handled according to correct procedures either directly or via resource co-ordination and adherence to established customer service expectations.

# ABOUT YOU IN THE ROLE

As a staff member of Uniting you will celebrate diversity and welcome all people regardless of lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

**Your directorate:**  Customer, People and Systems

**You’ll report to:** Manager, Cloud and Infrastructure

# YOUR KEY CAPABILITIES

**Individual leadership**

* **Improving performance -** Works with others and offers suggestions to find ways of doing the job more effectively.
* **Owning the job -** Takes ownership for all responsibilities and honours commitments within their own role and strives to achieve goals with a "can-do" attitude to levels of excellence.
* **Perseverance** - Remains committed to completing the job in the face of obstacles and barriers.
* **Timeliness of work -** Sets achievable timeframes and works to complete projects, tasks and duties on time.

**Business Acumen**

* **Organisational Operation -** Displays awareness of Uniting’s business objectives and understands how personal objectives relate to those objectives.
* **Organisational Objectives -** Has broad awareness of Uniting’s vision and values and how they apply to issues in the team.
* **Develops and Grows the Business –** Understands team and organisational goals and works collaboratively with Team Members to achieve organisational goals**.**
* **Makes Sound Decisions –** Analyses problems, seeks input from relevant people and then takes appropriate action to implement the most effective solution in a timely manner.

# QUALIFICATIONS & EXPERIENCE

**Qualifications:**

Bachelor qualification in a relevant field or equivalent experience.

**Experience:**

This technical administration role will require 8 or more years’ experience in your field of expertise. You will have excellent written and verbal communication skills, be organized, systematic, thorough, accurate and disciplined. You will be continuing to develop in your area of expertise and be expected to provide innovative ideas to solve problems in your discipline. It is expected that you will be developing good skills at navigating a complex organisation, forging relationships, and managing through influence rather than direct authority as required.

* This is a technical administration and service delivery role, typically requiring more than 8 years’ experience in enterprise systems and cloud administration & support within an ITIL based service delivery in operations and transition service contexts.
* You will have excellent written and verbal communication skills, be well organized, proactive, accurate and disciplined.
* Extensive experience driving sustainable value from external vendors and service providers.
* Experience in not only administering enterprise cloud and on-premise systems and infrastructure but confident in effective lifecycle management across software and hardware elements.
* Extensive incident, problem and change management experience, driving ownership and outstanding customer experience at all times.
* Up to date and industry recognized technical certifications which demonstrate your personal commitment to continuously develop your skills in rapidly changing technical environments.

**Even better:**

* Experience working in hybrid operational and project settings where discipline and flexibility must be effectively balanced.

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| **Employee Name:** | Insert employee name | **Manager’s Name:**  **Title** | Insert manager’s name  Insert manager’s title |
| **Date:** | Insert date | **Date:** | Insert date |
| **Signature:** |  | **Signature:** |  |