



Role Description

<p>Role Title: Cloud Services Engineer</p> <p>Class: AS07</p>	<p>Group: ICT Services</p> <p>Capability: Infrastructure Services</p>
<p>Reports to: IT Services Team Leader</p>	<p>Direct Reports: Nil</p>
<p>Role Purpose</p> <p>The Cloud Services Engineer is responsible for the technical leadership within the Infrastructure Services team. The position will contribute to the development of technology roadmaps; evaluating, developing, and implementing new and enhanced services; identifying, developing, and reviewing technical designs for new and existing Cloud ICT infrastructure and services which contribute to the achievement of improved services for the SACE Board.</p>	
<p>Key Result Areas</p> <ul style="list-style-type: none"> • Actively engage as a member of a high performing team in building and leading a customer focused and positive workplace culture to deliver the SACE Board’s strategic plan and priorities. • Actively lead agile and innovative practices to drive continuous improvement in agency processes and systems to ensure they align with business needs. • Apply a holistic approach to embedding change through open and regular dialogue with internal and external stakeholders to deliver great service, embrace opportunities and address barriers and achieve the SACE Board’s aspirational vision of leading educational change and student transformation. • Develop and embed strong strategic working relationships and cross-functional collaboration with stakeholders to position the agency as a leader in education enabling students to thrive. • Provide technical leadership in the design, deployment and support of Cloud services and applications to ensure project and operational outcomes are delivered successfully for the SACE Boards applications and services. • Investigate, manage, and resolve incidents, including coordinating the recovery from system outages that involve complex system restoration and escalations to other government agencies and external service providers. <ul style="list-style-type: none"> • Provide high level expert guidance and mentoring to existing Infrastructure Services team members by proactive collaboration and information exchange promoting a culture of teamwork and customer service. • Initiate, plan and implement operational processes and procedures to ensure compliance and the achievement of the teams' objectives. • Contribute to the strategic planning, development and delivery of Cloud based service solutions through the provision of professional and specialist advice to ICT Team and other teams at the SACE Board. • Significantly contribute to the coordination, development, implementation and monitoring of operational practices and procedures in support of the SACE Board ICT Digital Strategy. • Develop and maintain relationships with ICT Suppliers and key technical stakeholders ensuring strong levels of engagement, collaboration is achieved, and the highest level of customer service is provided to the SACE Board ICT team. • Provide expert advice on emerging technology trends, services and issues supported across public Cloud Services. • Ensure compliance with whole of government architecture and security standards for Cloud based services. • Provide key inputs into the change management process particularly in impact analysis, installation and roll back plans 	

<p>Qualifications</p> <ul style="list-style-type: none"> • An appropriate tertiary qualification in Information Technology or equivalent experience
<p>Corporate Responsibilities</p> <p>Responsible for:</p> <ul style="list-style-type: none"> • Keeping accurate and complete records of business activities in accordance with the <i>State Records Act 1997</i>. • Undertake duties in accordance with the SACE Board delegations, and SACE Board and Government policies, procedures, and legislative obligations. • Maintaining a commitment to equal employment opportunity, inclusion and diversity, and work health and safety.
<p>Special Conditions</p> <ul style="list-style-type: none"> • Some out-of-hours work. • The incumbent works under the <i>SACE Board of South Australia Act 1983</i>. • Appointment is subject to a satisfactory working with children check obtained through the Department of Human Services to be renewed every 5 years before expiry.
<p>Technical Capabilities</p> <p><i>Essential</i></p> <ul style="list-style-type: none"> • Detailed knowledge of and experience in cloud platforms, with a focus on Microsoft Azure technologies. • Proven capability in system administration services around Azure Hosting Infrastructure, Identity (Azure AD / Active Directory), Windows server, Core Infrastructure (DNS, DHCP etc), and other relevant corporate infrastructure platforms. • Knowledge of and experience in M365 services (MS Teams, Teams Meeting Rooms, OneDrive, Endpoint Manager etc.) • Knowledge of and experience in server technology, including virtual infrastructure and storage technologies. • Knowledge and experience in on-prem Microsoft technologies including Active Directory and Windows Server technologies. • Experience in cloud systems design, installation, and deployment activities.

<ul style="list-style-type: none"> • Demonstrated ability to work independently or within a team environment with the ability to schedule work to meet deadlines and maintain a high degree of accuracy. <p><i>Desirable</i></p> <ul style="list-style-type: none"> • Vendor recognised Cloud certifications will be highly regarded. • Experience working in a DevSecOps environment. • Experience with Linux VM support and management hosted in Cloud environments • Experience with relational databases operating in Cloud environments 					
<p>SACE Board Capability Framework (“The Framework”)</p> <p>The SACE Board Capability Framework spans across five (5) levels:</p> <table border="1"> <tr> <td>Foundation (AS01-2)</td> <td>Intermediate (AS03-5)</td> <td>Advanced (AS06-7)</td> <td>Expert (AS08-MAS3)</td> <td>Architect (Executive)</td> </tr> </table> <p>This role is at an Advanced level within the Framework. Candidates should refer to Attachment One (1) regarding capabilities and behavioural indicators required for this level.</p>	Foundation (AS01-2)	Intermediate (AS03-5)	Advanced (AS06-7)	Expert (AS08-MAS3)	Architect (Executive)
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