



Role Description

Role Title: Cloud Services Engineer Class: AS05	Group: People and Performance - ICT Capability: Infrastructure Services
Reports to: Technical Operations Manager	Direct Reports: Nil
Role Purpose The Cloud Engineer is responsible for the administration, support, maintenance and continuous improvement of the SACE Board's cloud and infrastructure services. The role contributes to the delivery of reliable, secure and efficient ICT services through the provision of technical support, system administration, incident resolution and implementation of cloud-based solutions. Working collaboratively with colleagues, service providers and stakeholders, the position supports the ongoing operation of cloud platforms, Microsoft 365 services and core infrastructure systems, while contributing to projects and initiatives that enhance service delivery and business outcomes across the SACE Board.	

Key Result Areas

1. 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.
2. Contribute to continuous improvement initiatives and support the implementation of enhancements to ICT processes and systems to ensure they align with business needs
3. Work collaboratively with internal and external stakeholders to support the successful delivery of ICT services, projects and operational outcomes.
4. Develop and maintain effective working relationships with stakeholders to support service delivery and achieve positive customer outcomes.
5. Provide technical support for the implementation, administration and maintenance of Cloud services and applications to ensure operational and project outcomes are achieved.
6. Investigate, manage and resolve incidents and service requests, including supporting recovery activities during system outages and escalating complex issues where required.
7. Share knowledge and collaborate with team members to support effective service delivery, teamwork and customer service outcomes.
8. Assist in the development and maintenance of operational processes and procedures to support compliance and achievement of team objectives.
9. Contribute to the planning, development and implementation of Cloud-based service solutions through the provision of technical advice and operational support to the ICT team and business stakeholders.
10. Contribute to the planning, development and implementation of Cloud-based service solutions through the provision of technical advice and operational support to the ICT team and business stakeholders.
11. Support the implementation and monitoring of operational practices and procedures in alignment with the SACE Board ICT Digital Strategy.
12. Maintain productive working relationships with ICT suppliers and technical stakeholders to support effective service delivery and customer outcomes.
13. Ensure compliance with whole of government architecture and security standards for Cloud based services.

Qualifications

- An appropriate tertiary qualification in Information Technology or equivalent experience

Corporate Responsibilities

Responsible for:

- Keeping accurate and complete records of business activities in accordance with the *State Records Act 1997*.
- 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.

Special Conditions

- Intrastate travel to regional and remote locations; international and interstate travel may be required.
- Some out-of-hours work.
- The incumbent works under the *SACE Board of South Australia Act 1983*.
- Appointment is subject to a satisfactory clearance in accordance with the SACE Board policy.
- 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.

Technical Capabilities***Essential***

- Detailed knowledge of and experience in cloud platforms, with a focus on Microsoft Azure technologies. xxxx
- 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. xxxx
- 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.
- 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.

Desirable

- 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.

SACE Board Capability Framework ("The Framework")

The SACE Board Capability Framework spans across five (5) levels:

Foundation (AS01-2)	Intermediate (AS03-5)	Advanced (AS06-7)	Expert (AS08-MAS3)	Architect (Executive)
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This role is at an Intermediate level within the Framework. Candidates should refer to **Attachment One (1)** regarding capabilities and behavioural indicators required for this level.