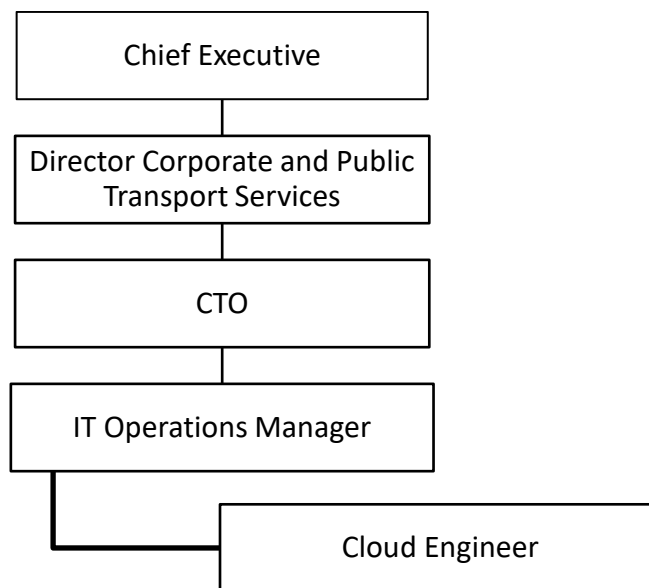# Cloud Engineer

Aronga | Purpose

To implement, manage, and maintain the organisation's cloud-based systems and infrastructure within the confines of our digital blueprints to ensure that cloud environments are secure, scalable, and efficient, enabling our organisation to leverage cloud technologies for improved performance, cost-effectiveness, and innovation.

Nohoanga | Position

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┌─────────────────────────────┐
│      Chief Executive        │
└─────────────────────────────┘
              │
┌─────────────────────────────┐
│ Director Corporate and Public│
│     Transport Services       │
└─────────────────────────────┘
              │
┌─────────────────────────────┐
│             CTO             │
└─────────────────────────────┘
              │
┌─────────────────────────────┐
│    IT Operations Manager    │
└─────────────────────────────┘
       │
       └──────┌─────────────────────────────┐
              │       Cloud Engineer         │
              └─────────────────────────────┘
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Ngā Haepapa | Accountabilities

End-User Device and Identity Management

- Implement initiatives for managing end-user devices, including mobile devices, within hybrid cloud environments, ensuring seamless integration and secure access to corporate resources.
- Enforce identity management policies and procedures, including access control, authentication mechanisms, and Single Sign-On (SSO) solutions.
- Manage digital certificates for secure communication and authentication across private and public cloud environments, ensuring compliance with regulatory requirements and best practices.

Cloud and Network Management

- Manage networks, optimising connectivity and performance for hybrid cloud environments.

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- Collaborate with outsourced network engineers to ensure reliable and secure network operations, including traffic management, routing protocols, and bandwidth optimisation.
- Implement network security measures, such as firewalls, intrusion detection systems, and VPNs, to protect data and resources across distributed cloud environments.
- Collaborate on and configure infrastructure as code-based controls to improve automation and remove waste in the digital environment.

System Health, Performance Optimization and Security

- Oversee the technical solutions to maintain the health and security of private and public cloud infrastructure, including patching, compliance, and disaster recovery planning.
- Collaborate with security specialists to implement secure practices in identity and access management, data protection, and encryption across hybrid cloud environments.
- Ensure adherence to service level agreements (SLAs) for availability, performance optimization, cost-effectiveness and reliability of both private and public cloud services.

Vendor and Stakeholder Management

- Engage with cloud service providers and vendors to evaluate, implement, and optimise agreed private and public cloud solutions that align with business objectives.
- Collaborate with stakeholders to understand their requirements and ensure cloud infrastructure solutions meet their needs effectively across hybrid environments.

Troubleshooting and SME Support

- Diagnosing and resolving issues within cloud environments when escalated from other support teams, providing expert advice and skill to ensure minimal disruption to operations.

Hononga ā-Mahi | Working Relationships

Kai rō Kaunihera | Within the organisation

- Collaborate with immediate team members to deliver health and uplift of foundational platform and cloud-based core services.

- Close working relationship with members of other teams within Digital Solutions, to deliver seamless technical services.

- Liaison and co-ordination required with all staff regarding domain services, system uplift and system outages to inform staff of service impacts/updates.

Kai waho i te Kaunihera | Outside the organisation

- Contribute toward our effective, strong and valued relationship with all Papatipu Rūnanga within the Canterbury rohe and Te Rūnanga o Ngāi Tahu. To demonstrate our council's commitment to recognise and provide for the kaitiaki responsibility Ngāi Tahu has for the natural environment. This will include sharing of knowledge and information, creating opportunities for increased participation in decision making processes, effective engagement and development of existing working relationships.

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- Work alongside suppliers and service providers. Manage technical issues and give advice within the scope of ongoing projects being undertaken in conjunction with external ICT consultants.

- Maintain contacts with local government and similar agencies of ICT services.

- Keep abreast of ICT industry trends and developments by attending technology seminars and reading appropriate literature and implement as appropriate.

Ngā Herenga Motuhake | Special Conditions

- This role may require travel throughout the Canterbury region as and when is reasonably determined by the Council.

- This role may require work outside of normal business hours to meet business needs, this includes being on call on weekends and after standard business hours 7am – 6 pm to take high priority phone calls out of hours and undertake emergency work as and when required.

Hauora me te Marutau | Health and Safety

Environment Canterbury is proactive in advocating robust Health and Safety practices; we take health, safety and wellbeing very seriously.

So far as it is reasonably practicable you need to ensure the Health and Safety of yourself, your team, contractors and visitors. You must comply with current Health and Safety legislation, regulations and guidelines, organisational policies, procedures and our code of conduct.

Māngai Whakahaere | Delegations and Authorities

Delegated authority to make decisions in accordance with Council approved delegations, and authority for decision making in accordance with policies and guidelines for financial, people management and media related activities.

Ngā Āheitanga | Capabilities

Tohu Mātauranga | Qualifications

- A formal tertiary qualification in Computer Science or Information Technology.
- A current full driver's licence with a clean driving record and the ability to drive vehicles with manual or automatic transmission.

Mātau ā-wheako | Experience

- A cumulative total of 6 years or more of the skills outlined in the three points below will be required.

  o At least three years' experience managing server computers and computer networks in large organisations with complex ICT infrastructure (150+ users).

  o At least three years' practical experience with Microsoft foundational system products, Active Directory, Group Policy, M365 stack of services, Microsoft Server and workstation operating systems.

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- o At least two years' experience with public and private cloud platforms, preferably Microsoft Azure, with a focus on operational administration, cost management, automation and networking capabilities.

- Sound knowledge of network security technologies including gateway, firewall and malware protection systems, with particular focus on Microsoft cyber security suite of services.
- Familiarity with application hosting and deployment techniques covering infrastructure-as-a-service (IaaS) and platform-as-a-service (PaaS) in both private and public Cloud situations.

Ngā Pūkenga Matatau | Core Competencies

Specific behaviours at the team member level beneath each of the following organisational competencies. To identify the competency expectations at this level, view the competency framework in the P&C Kete or the Environment Canterbury Careers website.

Customer Focus	Ensuring that the customer perspective is a driving force behind decisions and activities. Initiating and maintaining relationships inside and outside the organisation.
Business Acumen	Using an understanding of the organisation's position to contribute to effective strategies and tactics by using economic, financial and industry information. Thinking from the ratepayers' perspective.
Achieving Outcomes	Translating strategic priorities into operational reality; aligning communication, accountabilities, resources, internal processes and ongoing measurement systems to ensure that strategic priorities yield measurable and sustainable results.
Leading Change	Identifying and driving organisational and cultural changes needed to adapt strategically to changing demands, technology, and internal initiatives; using new approaches to improve results by transforming organisational culture, systems, or services.
Common Purpose	Working towards a compelling view of the future by engaging with the organisation's vision; understanding and aligning to the common purpose.
Building Capability	Attracting, developing, engaging, and retaining talented individuals allowing the organisation to meet current and future organisational challenges. Sharing authority, responsibilities and decision making to enable individuals to stretch their capabilities and accomplish strategic priorities.

The above statements are intended to describe the general nature and level of work being performed; they are not an exhaustive list of all responsibilities, duties and skills required of the position and incumbent. However, from time to time the Cloud Engineer will be required to accept and carry out other duties.

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Band   **Position Code**

I agree to undertake the responsibilities detailed in this job description:

Ingoa | Name: _____

**Waitohu |
Signature:**   _____

Rā | Date Signed: _____

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