

# Position Description

## Cloud Operations Engineer

<b>Reports to</b> Head of Infrastructure Services	<b>Location</b> Wellington	<b>Band</b> 15	<b>Date</b> April 2024
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### Role Overview

The Cloud Operations Engineer is responsible for the technical design, development and maintenance primarily for Education Payrolls Limited’s cloud applications whilst providing oversight of EPL’s remaining on-premises infrastructure. This role works alongside both internal teams and various outsourced providers, to ensure sound technical outcomes for EPL.

### Key Responsibilities and Accountabilities

<b>Service Operations</b>	<ul style="list-style-type: none"> <li>Identify and implement optimal cloud-based solutions for EPL.</li> <li>Plan, design and develop cloud-based applications.</li> <li>Manage cloud environments in accordance with EPL security guidelines.</li> <li>Deploy and debug cloud initiatives in accordance with best practice throughout the development lifecycle.</li> <li>Support teams on the implementation of new cloud-based initiatives, providing any required training.</li> <li>Identify potential problems and develop solutions before they become significant.</li> <li>Orchestrate and automate cloud-based platforms throughout EPL.</li> <li>Support DevOps practises and Agile methodology. Play an active role in embedding Agile practice at EPL.</li> <li>Support change management, asset and configuration management of EPL.</li> <li>Support Service Desk, Access and Request Fulfilment Management, Application Management and Operations Management.</li> <li>Provide support and advice on EPL’s legacy on-premise infrastructure.</li> </ul>
<b>Client Services</b>	<ul style="list-style-type: none"> <li>Provides subject matter expertise of system administration and configuration.</li> </ul>

	<p>Provide third level cloud application support to EPL internal teams.</p> <p>Respond to requests and/or needs of internal and external customers, including timely and accurate responses to queries.</p> <p>Train team members on EPL's cloud applications where required.</p>
<b>Quality Improvement</b>	<p>Lead continuous improvement activities to EPL's existing cloud services and future cloud adoption.</p> <p>Identify and implement quality improvements and reduce waste.</p> <p>Analyse data and trends to identify improvement opportunities and implement required change.</p> <p>Provide problem solving and analytical expertise by working with the team and wider EPL to develop solutions.</p> <p>Measure outcomes against benchmark data using post implementation reviews.</p>

## Leadership Expectations

The following Leadership expectations apply to this role.

<b>Lead Self</b>	<p>Demonstrate the EPL values - Treat everyone with respect; work as a team; make things easier; improve through understanding; learn through doing.</p> <p>Maintain positive relationships.</p> <p>Hold yourself accountable.</p> <p>Be agile and adaptive.</p> <p>Show courage.</p>
<b>Lead EPL</b>	
<b>Customer Orientation, Continuous Improvement and Quality Assurance</b>	<p>Consider the customer perspective, needs and satisfaction in all aspects of business strategy and operations.</p> <p>Approach operations with a continuous improvement mindset, working to enhance products, processes and services incrementally over time.</p> <p>Assure performance and quality objectives are being met through regular assessments and reviews. Take appropriate action where performance is below standard.</p>

## Required Experience, Skills and Knowledge

To be successful in this position you will need:

- Bachelor's Degree in relevant area or relevant work experience.
- Experience working with Microsoft Azure, ServiceNow and Purecloud.
- Working knowledge of cloud infrastructure (e.g. AWS, Azure) and experience using infrastructure configuration management tooling (e.g. Ansible).
- Experience with container-based software deployment and management technologies (eg. Docker, Kubernetes, OpenShift).
- Experience developing continuous delivery pipeline (e.g. Jenkins).
- Experience working within Unix/Linux environments.
- Experience coaching others on system administration and configuration.
- A strong understanding of the Software development life cycle (SDLC)
- Proven ability to deliver high quality work in line with internal policies, procedures and legislative and regulatory practices.
- Strong awareness of networking and internet protocols (including TCP/IP, DNS, SMTP, HTTP and distributed networks).