

## **ROLE DESCRIPTION**

<b>Job Title</b>	Senior Engineer (Cloud)
<b>Salary Band</b>	37-40
<b>Reporting to</b>	IT Infrastructure & Cloud Team Leader
<b>Directorate</b>	Resources
<b>Service Area and sub area</b>	Digital & Transformation
<b>Team</b>	IT Service & Operations
<b>Political Restriction</b>	None

<b>1. Primary Purpose of the Post</b>
<p>Working as part of the Infrastructure &amp; Cloud Team to develop and support all LCRCA cloud assets and systems. Including but not limited to Azure cloud services, AVD and cloud based storage and backup.</p> <p>The role will work collaboratively with key stakeholders, assisting in the planning, development, and delivery of roadmaps supporting the delivery of the current and future cloud service objectives and priorities.</p> <p>The role will have a responsibility for the delivery of day-to-day preventative action across all cloud services and will support the IT Service Center in dealing with 3<sup>rd</sup> line issues and major incidents.</p>
<b>2. Your responsibilities</b>
<ul style="list-style-type: none"> <li>• Will play an active role in the development, support and maintenance of all cloud services.</li> <li>• Work with the IT Governance and Compliance team to promote understanding and observance of best practice in delivery of digital services</li> <li>• Will lead on the delivery of support and pro-active monitoring and maintenance of the cloud infrastructure and systems to identify and forecast possible issues to respond in a timely manner</li> <li>• Assisting in the selection and review of 3<sup>rd</sup> party supplier performance</li> <li>• Assists in the development of plans for cloud services and implementation to ensure the organisation is advancing its digital first agenda and creating service excellence for end users.</li> <li>• Assist in the development and testing of service area business continuity plans and cloud service disaster recovery plans (DRP)</li> <li>• Develops and maintains effective communication and good working relationships and engagement with other digital teams, departments, divisions, third party suppliers, partnership organisations and external bodies.</li> <li>• Support in the development of key processes, service levels and best practices to improve infrastructure and engineering IT support across LCRCA</li> <li>• Support the management and development of staff working within the Infrastructure and Cloud service providing clear leadership and guidance.</li> <li>• Champions ITSM and ITIL best practice and support group standards</li> <li>• Assures the timely delivery of any audit recommendations as required</li> </ul>



<b>3. General Corporate Responsibilities</b>	
<ul style="list-style-type: none"><li>• Models' leadership behaviours and maintains relationships with the Director of Digital Services and Transformation, Head of Digital Services, IT Service and Operations Manager and other senior leaders/partners to leverage best practices, evaluate emerging technologies, and distribute knowledge internally.</li><li>• Attends team meetings as required.</li><li>• Strict adherence to IT change management processes</li><li>• Implements systems and processes, so that in the event of absence, access to all appropriate information is maintained to allow the continued safe and effective running of the service.</li><li>• Ensures own professional knowledge is regularly updated and keep abreast of relevant developments.</li><li>• Able to demonstrate a commitment to and understanding of the importance of treating all individuals with dignity and respect appropriate to their individual needs.</li><li>• Able to absorb and deal constructively with criticism and seek support as necessary.</li><li>• Participate in an on call out of hours support rota if required.</li><li>• Ability to maintain an effective work life balance.</li><li>• Performs ad-hoc duties outside of subject matter area as requested</li></ul>	
<b>4. Recruitment Plan</b>	
Competency Based Interview Assessment	



## PERSON SPECIFICATION

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<b>Criteria</b>		
<b>Qualifications and Training</b>	<b>E = Essential D = Desirable</b>	<b>Identified By</b>
Relevant degree or equivalent work experience	<b>E</b>	<b>A</b>
Evidence of further and continuing professional development.	<b>D</b>	<b>A</b>
Appreciation of continuous improvement techniques required behaviours, quality standards and IIP status.	<b>D</b>	<b>A</b>
Commitment and awareness to health and safety and environmental issues.	<b>D</b>	<b>A</b>

<b>Experience and knowledge</b>	<b>E = Essential D = Desirable</b>	<b>Identified By</b>
In-depth knowledge of managing large enterprise cloud environments	<b>E</b>	<b>A,I,P</b>
Demonstrated experience in end-to-end project delivery meeting time and budgetary deadlines.	<b>D</b>	<b>A,I</b>
Demonstrate expertise in Infrastructure as Code (IaC) and automation including proficiency in tools like Terraform, Azure Bicep and Azure Resource Manager	<b>E</b>	<b>A,I,P</b>
Evidence of business case development and experience of successful organisation-wide delivery in complex environments	<b>D</b>	<b>A,I</b>
Knowledge of managing SLA's and KPI's in a large, complex, and diverse enterprise.	<b>D</b>	<b>A,I</b>
In-depth knowledge of operational and procedural aspects of Azure cloud services (Identity and Access Management, Security, Cost Management, etc)	<b>E</b>	<b>A,I,P</b>
Knowledge of cyber security and audit procedures and requirements	<b>D</b>	<b>A,I</b>



Demonstrable commitment to partnership working with a range of external regional organisations.	<b>D</b>	<b>A,I</b>

<b>Skills and abilities</b>	<b>E = Essential D = Desirable</b>	<b>Identified By</b>
Able to think analytically; anticipating obstacles and thinking ahead; using analytical techniques to identify several solutions.	<b>D</b>	<b>A,I</b>
Excellent interpersonal skills and ability to communicate effectively at all levels, particularly in explaining digital or technical issues to non-technical people.	<b>D</b>	<b>A,I</b>
Ability to meet and set deadlines and effectively deal with competing demands.	<b>D</b>	<b>A,I</b>
Ability to form excellent working relationships with customers, colleagues, and partners.	<b>D</b>	<b>A,I</b>
Ability to persuade negotiate and influence.	<b>D</b>	<b>A,I</b>
Ability to bring to resolution conflicting positions on complex discussions.	<b>D</b>	<b>A,I</b>
<b>Personal Attributes</b>	<b>E = Essential D = Desirable</b>	<b>Identified By</b>
Must be able to demonstrate a clear understanding of core organisation values and be able to articulate in practice.	<b>D</b>	<b>A,I</b>
Demonstrable ability to develop and foster a coaching culture within the team.	<b>D</b>	<b>A,I</b>
Conscientious, flexible, self-motivated, and resilient	<b>D</b>	<b>A,I</b>
Flexible working at peak periods	<b>D</b>	<b>A,I</b>
Ability to work independently and in a team environment.	<b>D</b>	<b>A,I</b>
Able to make quick assessments of and draw logical conclusions from situations.	<b>D</b>	<b>A,I</b>
Able to 'think on their feet' when dealing with convoluted and complex problems.	<b>D</b>	<b>A,I</b>

<b>Core Behavioural Competencies</b>	<b>E = Essential</b>	<b>Identified By</b>
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	<b>D = Desirable</b>	
Must have working knowledge of MS Office, MS Teams, and comfortable learning new systems.	<b>D</b>	<b>A,I</b>
Excellent time management skills.	<b>D</b>	<b>A,I</b>
Self-motivated with the ability to work effectively with no supervision.	<b>D</b>	<b>A,I</b>
A positive “can do” attitude and a positive attitude to change.	<b>D</b>	<b>A,I</b>
Conscientious, flexible, and resilient	<b>D</b>	<b>A,I</b>
Committed to providing an excellent service to the organisation and able to create an inherent customer focus across the team.	<b>D</b>	<b>A,I</b>

**Key to Assessment Methods:**

I – Interview	A - Application	P – Presentation
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