

# Role Profile - IT Cloud & Data Centre Specialist

Role Levelling

P2

Purpose		Key Relationships
<ul style="list-style-type: none"> <li>To ensure the consistent availability and management of enterprise architecture which hosts the Society applications, systems, services and infrastructure.</li> <li>To manage the Society technical architecture ensuring that patches, firmware upgrades and releases are kept up to date in line with the society Change Approval Group</li> <li>To ensure Society applications, systems, services and infrastructure are available 24/7/365</li> <li>To provide 3rd/4th line datacentre and infrastructure support ensuring that interactions are resolved in a timely manner.</li> </ul>		IT Team, colleagues and managers, third party suppliers
Key Accountabilities	Measures of Success	Experience/ Qualifications Required
<ul style="list-style-type: none"> <li>Management of business as usual operational processes including: <ul style="list-style-type: none"> <li>Datacentre operations</li> <li>Backup management</li> <li>Service alerting and monitoring</li> <li>Performance management of live services</li> <li>New service commissions and decommissions</li> <li>Hardware repairs and replacements</li> <li>Disaster/recovery tests</li> </ul> </li> <li>Responsible for the management, change and support of the Live 'business as usual' architecture</li> <li>Developing effective working relationships with internal and external teams, including: <ul style="list-style-type: none"> <li>Service desk support</li> <li>Data centre hardware support</li> <li>Application software support</li> <li>Software development support</li> <li>Security</li> <li>Cloud hosting services</li> <li>Change management</li> </ul> </li> <li>Delivery of relevant service focused KPIs and SLAs</li> <li>Ensure new systems have correct security applied prior to moving into production environment</li> <li>Appropriately record and maintain network switch ports</li> <li>Ensure the Society data backups are maintained, tested and that issues are resolved on the day that they arise and that consistent backup copies exist offsite</li> <li>Deliver a Service availability SLA in conjunction with the service stakeholders</li> <li>Involvement in Disaster Recovery processes and procedures</li> <li>Ensure High Availability and Disaster Recovery capabilities are tested in line with service stakeholder expectations</li> <li>Delivery of technical architecture lifecycle management</li> <li>Provide scheduled tests of service High Availability and Disaster Recovery</li> <li>Management of knowledge documentation, skills training and service capabilities for the Cloud &amp; Data Centre Team</li> <li>Ensure service performance and data growth is monitored and a service development plan in place for each hosted service.</li> <li>Ensure IT server investment is maximised through efficient utilisation of datacentre technology.</li> <li>Ensuring access to the on-premise and collocated datacentres is controlled in line with procedure.</li> <li>Contribute to the delivery of the IT strategy.</li> <li>Involvement in IT projects across the Society where required</li> <li>Any other ad hoc duties when required</li> </ul>	<ul style="list-style-type: none"> <li>Delivery of a service availability SLA to the expected level</li> <li>Service availability KPIs delivered</li> <li>Delivery of the Information Technology strategy objectives contributing to the overall Society's</li> <li>strategy Cloud &amp; Datacentre skillsets developed and maintained through delivery of processes such</li> <li>as support take on and knowledge management</li> <li>All services are hosted on appropriately sustainable architecture to deliver the expected level of high availability and Disaster Recovery</li> <li>Access to the Datacentre and live services are appropriately controlled to ensure that no unauthorised access is gained</li> <li>All colleagues are communicated to regarding changes, outages and new initiatives</li> </ul>	<p><b>Essential qualifications</b></p> <ul style="list-style-type: none"> <li>CompTIA Network+</li> <li>Microsoft Technology Associate (MTA)</li> <li>ITIL Foundation</li> </ul> <p><b>Desired Qualifications</b></p> <ul style="list-style-type: none"> <li>IT industry accredited (e.g. CompTIA, CCNA, Microsoft)</li> <li>Microsoft Azure Administrator or current Microsoft Azure accreditation</li> <li>Exchange/O365</li> </ul> <p><b>Essential experience</b></p> <ul style="list-style-type: none"> <li>Applied experience managing cloud computing technologies</li> <li>Virtualised environments</li> <li>Data backup of both physical and virtual systems</li> <li>Disaster and recovery</li> <li>IT configuration management, deployment &amp; orchestration</li> <li>Containers and container management</li> <li>Supplier management</li> <li>Good problem-solving skills and ability to take responsibility for finding solutions</li> </ul> <p><b>Desired Experience</b></p> <ul style="list-style-type: none"> <li>Microsoft SQL administration</li> <li>Oracle database administration</li> <li>AIX operating system and associated hardware</li> <li>Architectural design and implementation</li> <li>Storage array configuration and maintenance</li> </ul>