

IT Cloud & Data Centre Specialist

1

- **Purpose:** Ensure high availability and effective management of the Society's enterprise architecture across our Cloud environments. Maintain technical architecture, applying updates and changes in line with Change Approval Group processes. Provide 3rd line support for Azure infrastructure, Support the O365 platform, ensuring timely issue resolution and 24/7/365 service continuity.
- **Reporting To:** IT Cloud and Data Centre manager
- **Values:** Co-operation, Self Help, Self responsibility, Democracy, Equity and Equality
- **Essential skills and experience:** Terraform, CompTIA Network+, Microsoft Technology Associate (MTA), ITIL Foundation. Applied experience managing cloud computing technologies, Virtualised environments AVD, Data backup, Disaster and recovery, IT configuration management, **Architectural design and implementation**, Administrator of O365, Supplier management, Good problem-solving skills and ability to take responsibility for finding solutions, Needs to be self motivated and demonstrates a want to learn
- **Qualifications:** IT industry accredited (e.g. CompTIA, CCNA, Microsoft), Microsoft Azure Administrator or current Microsoft Azure accreditation AZ900 ETC, Exchange/O365

We make a *difference* to Members & customers

- Management of business-as-usual operational processes including: – Managing Azure tenant – Backup management – Service alerting and monitoring – Performance management of live services – New service commissions and decommissions – Disaster/recovery tests
 - ✓ Delivery of a service availability SLA to the expected level
- Responsible for the management, change and support of the Live 'business as usual' architecture
 - ✓ Service availability KPIs delivered
 - ✓ Successful project delivery
- Involvement of delivering strategic projects

We're *better* every day

- Delivery of relevant service focused KPIs and SLAs
- Ensure new systems have correct security applied prior to moving into production environment
- Appropriately record and maintain network switch ports
- 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
- Deliver a Service availability SLA in conjunction with the service stakeholders
 - ✓ Access to live& test and Dev services are appropriately controlled to ensure that no unauthorised access is gained

We're a *caring* community

- Ensure High Availability and Disaster Recovery capabilities are tested in line with service stakeholder expectations
 - ✓ All services are hosted on appropriately sustainable architecture to deliver the expected level of high availability and Disaster Recovery
- Delivery of technical architecture lifecycle management
- Management of knowledge documentation, skills training and service capabilities for the Cloud & Data Centre Team
- Ensure service performance and data growth is monitored and a service development plan in place for each hosted service. Ensuring cost optimisation

We work together with *purpose*

- Ensure IT server investment is maximised through efficient utilisation of Cloud technology.
 - ✓ Delivery of the Information Technology strategy objectives contributing to the overall Society's
- Contribute to the delivery of the IT strategy.
- Involvement in IT projects across the Society where required
- Any other ad hoc duties when required