Job Description

Please complete all accessible boxes and refer to the guidance on writing Job Descriptions

Position Details

Faculty/Directorate	Professional Services
School/Department	IT & Digital
Team	Infrastructure & Operations
Job Title	Senior Cloud Engineer
Grade	8
Hours of Work	37 hours per week
Contract Duration (Perm/Fixed Term)	Fixed term
Reports To (Job Title)	Cloud Operations Technical Team Lead
Responsible For (Job Title)	N/A

Principal Accountabilities

Reporting to the Cloud Operations Technical Team Lead and working closely with infrastructure engineers varied in levels of skills and responsibility.

As a Senior Azure Engineer you will provide technical expertise, support, and specialist leadership in managing operational Cloud Operations services.

Supports the delivery of projects by taking ownership and leading on Cloud Operations related work packages, tasks, and deliverables.

A key element to the role is the ability to collaborate with authority and to foster and maintain excellent working relationships with staff at all levels across.

Lead on risk and issue management, owning identified risks through to mitigation and closure.

Key Tasks

Technical Expertise, Skills, and Experience

Demonstrate a strong technical background in one or more of the specialist focus areas for the role to deliver sound technical systems management.

Ability to provide technical authority on specialist focus area.

Ensure that the Infrastructure & Operations senior management team and technical leads are kept informed of progress and are told of major problems and/or issues in a timely manner.

Mentor and coach technical infrastructure engineers across the department.

Provision and upgrade business critical infrastructure systems, including hardware installations and software configurations.

Pro-active monitoring of Azure infrastructure systems to identify issues before they cause incidents and impact services for students and staff.

To ensure that all systems within area of responsibility have well developed and maintained documentation.

Horizon scanning – demonstrate acute awareness of sector trends and emerging technologies, reviewing options and being confident in making recommendations for developments to the senior management team.

Technically lead and take ownership of infrastructure primarily responsible for managing, regarding but not limited to infrastructure design, configuration, security and compliance, DR, documentation etc.

Business Engagement and Development

Develop and maintain successful relationships with application business and technical owners.

Create and promote best practice and a collaborative style of working across the Infrastructure & Operations Department and with other support services.

Service Enhancement, Policy Adherence and Development

Support and promote the implementation of infrastructure and wider IT&D processes, collaborating with colleagues across the department to address any specific process areas for improvement.

Develop and maintain relevant end to end service monitoring which supports efficient service delivery.

Work closely with the Service Management Office to ensure ITIL maturity and efficient process integration, particularly for Incident, Problem, and Change management.

Support service management office activities, including design, configuration, implementation, and service delivery in relation to those services for which the role is accountable.

Support strategic aims of the organisation, such as shift left improvements, first contact resolution and customer satisfaction focus are reflected in the day-to-day delivery of the services

Strategic Projects

Support the delivery of IT&D and University projects by leading on work packages, planning, and organising work ensuring efficient and effective achievement of objectives and timescales

Participate in formal internal and external networks and monitor sectoral trends to inform current and future strategic projects for IT & DIGITAL and the University.

Other Responsibilities

Support the Technical Team Leads and Senior Management Team by providing authoritative technical detail when required, for reports and presentations to IT&D and University committees and groups (portfolio boards, project boards) for their specialist area.

Risk & Issue Management and Ownership: Identify, escalate, and assist with the work to mitigate key process and operational risks relating to the effective delivery of the University IT services for which the role is accountable.

Special Features

Attendance at any of the University's locations within or outside normal working hours may be necessary.

You will be expected to provide occasional evening and weekend cover for both scheduled tasks and emergencies as part of an agreed scheme.

Miscellaneous

You have a legal duty, as far as is reasonably practicable, to ensure that you do not endanger yourself or anyone else by your acts or omissions. In addition, you must cooperate with the University on health and safety matters and must not interfere or misuse anything provided for health, safety, and welfare purposes.

You applied the University's Equal Opportunities Policy in your own area of responsibility and in your general conduct.

You have a responsibility to promote high levels of customer care within your own areas of work.

You are expected to co-operate with the PDR process, engaging in the setting of objectives to assist in the monitoring of performance and the development of the individual.

Such other relevant duties commensurate with the grade of the post as may be assigned by the Manager in agreement with you. Such agreement should not be unreasonably withheld.

You may be required to undertake a specific Health & Safety role, commensurate with your grade, to support the University in meeting its statutory Health & Safety obligations. This could include acting as a DSE Assessor, First Aider, Fire Marshall, or Departmental Safety Co-ordinator. The allocation of such roles will be subject to the provision of appropriate training and assessment of competence.

You may, with reasonable notice, be required to work at any of the Manchester Metropolitan University sites.

You have the responsibility to engage with the University's commitment to Environmental Sustainability to reduce its waste, energy consumption and carbon footprint.

You have the responsibility to engage with the University's commitment to delivering value for money services that optimise the use of resources and therefore should consider this when undertaking all duties and aspects of your role.

Review

This is a description of the job at the time of issue. It is the University's practice periodically to review and update job descriptions to ensure that they accurately reflect the current nature of the job and requirements of the University and to incorporate reasonable changes where required, in consultation with the jobholder.

Person Specification

To be shortlisted you must demonstrate that you meet all the essential criteria and as many of the desirable criteria as possible. Where we have a large number of applications that meet all the essential criteria, we will then use the desirable criteria to produce the shortlist.

All disabled candidates who meet the minimum essential criteria will be included on the shortlist.

Selection Criteria

	Attributes	Item	Relevant Criteria	Essential/ Desirable
1	Skills & Abilities	1.1	Strong inter-personal and networking skills, with the ability to establish positive and effective working relationships with diverse groups of stakeholders.	E
		1.2	Exceptionally good problem solving and analytical skills, with the ability to work proactively and collaboratively to resolve issues.	E
		1.3	Excellent written, presentation, and oral communication skills, including the ability to convey complex information to a range of audiences.	E
		1.4	Excellent organisational and time management skills with proven ability to manage and balance a complex workload.	E
		1.5	Ability to work flexibility, proactively and independently and be comfortable with ambiguity.	E
2	General & Specialist Knowledge	2.1	Specialist Azure DevOps skills, knowledge, and experience across a range of the following:	
		2.2	Essential • Working with software engineering teams within Azure DevOps. • Provide direct technical support and ensure compliance with university technical & security standards. • Previous experience in a similar role, championing Cloud Operations, DevOps and SRE principles, approaches, and best practices.	E

- Strong planning and organisational skills, including the ability to manage several workstreams simultaneously, balancing business priorities and quality.
- Strong experience with Azure DevOps CI/CD Pipelines (or equivalent tooling).
- Experience of working within an Agile working environment.
- Defining Infrastructure as Code with all of, or either, Azure Bicep, ARM or Terraform.
- Excellent experience using Azure in a broad sense i.e:
  - Designing and developing small infrastructures (limited to single systems),
  - Networking infrastructure concepts such as Azure DNS, Azure Firewalls, ExpressRoute, Virtual WANs and vNet Peering.
  - A thorough understand of IPv4 addressing.
  - Virtual Networking features, including Hub and Spoke topologies, Micro-segmentation and Zero-trust; Subnets, Private Endpoints, Load Balancing, Peering, Routing and Filtering; Virtual Private Network, Firewall, IDS/IPS, Network Virtual Appliance and Bastion; DDoS Protection, Front Door, WAF, Traffic Manager, API Management and DNS.
  - Provisioning of Azure hosted databases.
  - Working with a hybrid Azure tenant with some infrastructure in physical data centres and the complexities there-in.
  - Active Directory Identity and Access Management, including Role-Based Access Control.
  - Platform as a Service features, including Key Vault, Storage, Databases (SQL, and Postgres); App Service Plans and Web / API / Function Apps; Container Registry.
  - Logging, Monitoring and Alerting, including Monitor, Alerts, Dashboards, Sentinel; Defender; Diagnostics Settings, Log Analytics, KQL.
- Working across multiple software engineering teams with varying levels of ability within them.
- Documenting your knowledge of environments and individual systems as you acquire it over time, creating runbooks and ensuring critical system information is readily available to colleagues across the business.
- An eagerness to learn and the ability to instil this in others.
- AZ-104 at a minimum level of Azure qualification (or an older MCSE Cloud Architect qualification).
- AZ-400 as a qualification or can demonstrate working towards that.

		2.3	**Desirable** • Enterprise Agreement, Tenant, and Subscription management. • Experience in rearchitecting VMWare-based services to Azure native services. This is not essential to the role but is something carried out in the wider team so experience here is valuable. • Demonstrable skills in PowerShell (in the context of Azure). • Demonstrable skills in Bash shell scripting for Azure. • AZ-305 fully qualified. • AZ-400 fully qualified. • A good understanding of the Cloud Adoption Framework and Landing Zone concepts.	D
3	Education & Training	3.1	AZ-104 Microsoft Azure Administrator	E
		3.2	AZ-400 Designing and Implementing Microsoft DevOps Solutions	E
		3.3	A degree or substantial relevant experience	E
4	Relevant Experience	4.1	Previous experience of working within a structured IT service management environment (incident management, change management, problem management etc.)	E
		4.2	Experience of owning and leading technical work streams and providing high-level support to multiple and complex projects or priorities, ensuring high quality and timely delivery.	E
		4.3	Experience of delivering IT Services in Higher Education or a similar complex organisation	D
5	Special Requirements	5.1	Willingness to work outside normal working hours on occasion	D
Date of Revision			July 2023	