



Job Profile

Job Title: Associate Cloud Infrastructure Engineer

Job Grade: Level 3, Zone 2

About Camden

'Camden is building somewhere everyone can thrive by making our borough the best place to live, work, study and visit. Because we're not just home to the UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change reality so that nobody gets left behind. Here's where you can help decide a better future for us all.

A crucial part of our Digital and Data Services (DDS) division, our Technology Service provides secure, innovative, efficient and scalable technology solutions that empower our staff and citizens. We are a team of collaborators and knowledge sharers working in an agile, fast-paced environment.

About the role

At Camden, the innovative use of technology has always been viewed as one of our most valuable strategic assets and a critical component in helping us unlock solutions to the challenges we face. Our IT capabilities and infrastructure continue to prove instrumental in helping us deliver for Camden's residents, businesses and visitors, driving innovation and transformation of services. We want to continue offering the best IT services possible, making the most of the opportunities provided by modern cloud services, delivering consistently high levels of service and availability, and ensuring that we have industry-leading security to protect residents' data.

We've been working on delivering an extensive IT Infrastructure Transformation and Upgrade Programme, including a new SD-WAN network, a modernised on-premise data centre environment using the latest HCI and ACI technology and adopting services in Azure and AWS. The quality of our technology offering is paramount to empowering staff to deliver on the front line. These strong

foundations will allow us to focus on the next phase of our evolution with many ambitious improvements to our planned technology provision. We will invest in the latest cloud, cyber, and productivity tools and drive adoption for maximum impact.

Aligned with the Government Digital and Data Profession Capability Framework, an Associate Cloud Infrastructure Engineer focuses on supporting and maintaining infrastructure solutions following appropriate best practices and standards. You'll work as part of a team of infrastructure specialists and engineers to support the delivery and usage of cloud services in Camden, focusing on the Azure, AWS and on-premises technology that underpins all internal user services and services to the public.

About you

Reporting to the Lead Cloud Infrastructure Engineer, you will collaborate with others to maintain and support innovative solutions using the latest cloud and on-premises tools. You will be adaptable and flexible in your approach to work. You'll be passionate about adopting modern cloud platforms with a working knowledge of key infrastructure concepts using Microsoft Azure, Amazon Web Services (AWS) and Microsoft 365 products and services.

You will have great communication skills and be keen to learn and contribute to Camden's approach in this critical area, ensuring we deliver high-quality, innovative, responsive, cost-effective services within budget.

Key Responsibilities:

- Work as part of the team to administer and support infrastructure technologies and solutions. These technologies and solutions can include computing, storage, networking, physical infrastructure, software, commercial-off-the-shelf software (COTS), and open-source packages and solutions. They can also include virtual and cloud computing, such as Infrastructure as a Service (IaaS), Platform as a Service (PaaS) and Software as a Service (SaaS)
- Assist the team with its support workload by managing support ticket queues and responding to incidents and requests.
- Maintain the configuration management and monitoring systems, documenting details of all hardware, software and cloud elements installed, removed, or changed so that configuration management records are fully updated and accurate.
- Contribute to our efforts to implement Security by Design principles in our work, ensuring that Camden has implemented appropriate security controls.
- Contribute to business cases for recommended architecture and infrastructure changes.
- Validate business continuity plans from Council services against system capabilities to ensure viability.

- Help drive innovation in our technology strategy by keeping your finger on the pulse about developments across the private and public sectors.

What we are looking for:

Essential

- An entry-level knowledge of IT infrastructure (both on-premise and cloud) and the IT applications and service processes used within organisations, including those associated with sustainability and efficiency. A working knowledge of current cloud offerings focusing on Microsoft 365 & Azure (preferred) and Amazon Web Services, ideally working in a hybrid environment.
- An awareness of the available Microsoft 365 products at a technical level, including Defender, Exchange Online, Teams, SharePoint, Purview etc,
- An awareness of common Azure Cloud and AWS concepts, including API Integration, Enterprise Application Management, AADC, ADFS, Subscription management, Cost Analysis and Automation.
- Good understanding of best practice information & cyber security approaches,
- Experience following IT Service Management (ITSM) techniques and best practices to deliver a positive measured outcome, embracing continuous improvement.

Desirable

- Experience working with Nutanix HCI, Cisco ACI, Palo Alto and Cisco Meraki products and services.
- An awareness of containerisation concepts, including Docker or Kubernetes, and /CI/CD using GitHub.
- Strong interpersonal skills, with the ability to develop strong working relationships
- Experience working in cross-functional product teams and employing an agile mindset and principles.
- Experience working in an ISO27001 environment.

Work Environment:

- As a place-based organisation, Camden expects all staff to spend some time working in the borough each week. The post holder is expected to spend at least one day per week working in our offices at Kings Cross on a flexible basis.
- The post-holder will be required to deputise for the Lead Cloud Infrastructure Engineer when needed.

People Management Responsibilities:

- There are no line management responsibilities.

Relationships:

- This post reports to the Lead Cloud Infrastructure Engineer.
- Internal at all levels.

Over to you

We're ready to welcome your ideas, views, and rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk.

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have an active political role. For a list of all politically restricted roles at Camden, [click here](#).

Diversity & Inclusion

At Camden, we value and celebrate differences and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

Agile working

At Camden, we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, embrace innovation rather than bureaucracy, and value people. Collaboration is the Camden way; silo working isn't.

At Camden, we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to triple the number of available good-quality, flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and accessible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please get in touch with us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG,