

Job Profile Information: Cloud Engineer

Job Title: Cloud Engineer
Salary Range: £42,687 - £49,515
Job Grade: Level 4, Zone 2

This supplementary information for Cloud Engineer for Job Level 4 Zone 2.

It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.

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 UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

Role Purpose:

The role of the Cloud Engineer is to lead on for the provision of day-to-day Data Centre and Cloud services operation using best practices and standards, and to support the planning, design, and implementation of strategic plans to ensure Data Centre and Cloud capacity meets the Council's existing and future requirements.

To support the Cloud Architect with the provision of expert advice for Data Centre and Cloud operations and development.

Tasks will include but are not limited to:

- Investigate operational problems, provide reports and proposals for improvement to specialists, users, and managers.
- Participate in reviews of infrastructure performance, advise, and assist specialists or other system or service providers to plan amendments and other improvements to infrastructure and its operation.

- Contribute to the planning and implementation of installation and maintenance work associated with the installation, including building, and configuring infrastructure components in virtualised environments.
- Implement agreed infrastructure changes and maintenance routines, utilising the appropriate tools and test equipment. Ensure that procedures are followed, including those relating to safety and security.
- Monitor infrastructure and back-up systems for software, hardware, and service alerts, following appropriate processes for restoration, resolution, and escalation.
- Having regard to the security of operations and appropriate controls, assist in the planning, maintenance, and continuous improvement of the Council's technical architecture.
- Assist in the production of business cases for recommended architecture and infrastructure changes.
- Support and assist in the development of Disaster Recovery plans, ensuring these are consistent with the Corporate Business Continuity Plan.
- Maintain a full and on-going register of infrastructure assets/devices and schematics.
- Work in tandem with our DDS team to identify and implement the most optimal cloud-based solutions for the company
- Define and document best practices and strategies regarding application deployment and infrastructure maintenance
- Provide guidance, thought leadership, and mentorship to development teams to build cloud competencies
- Ensure application performance, uptime, and scale, maintaining high standards of code quality and thoughtful design
- Managing cloud environments in accordance with company security guidelines

Knowledge/Experience

Camden is on a journey to transform our digital experiences using cloud technology. You will have extensive experience managing a complex multi-site network based on IP-VPN and SD-WAN as well as migrating services to a cloud environment, preferably Microsoft Azure.

You will be an experienced problem solver who can work on your initiative and with others to identify creative and innovative solutions. You will also be adaptable and flexible in your approach to work and have excellent organisational skills to manage a complex and

varied workload. You will act as a Cloud Evangelist, supporting DDS to raise the profile of IT within the business by building relationships with customers and colleagues.

Our Cloud Engineers work closely with colleagues in all positions, so communication and interpersonal skills are critical for this role. We expect deep expertise in one or two areas and baseline skills and knowledge across a wide range of IT technologies.

You will have relevant professional certifications and experience to demonstrate your capabilities and fit for the role.

Core skills include:

- Proficient in understanding the principles and application of cloud/ virtualisation (including ownership, responsibilities, and security implications) and the use of tools and systems to manage virtualised environments. Examples, but not limited to: Server/desktop virtualisation and SDDC (Software Defined Data Centre).
- Capable in understanding infrastructure architecture, the frameworks and principles on which networks, systems, equipment, and resources are based both on premises and cloud based.
- Knowledge and application of methods and techniques for risk management, business impact analysis, countermeasures and contingency arrangements relating to the serious disruption of IT services.
- Understanding of corporate, industry and professional standards, policies, regulations, compliance, and codes of conduct associated with the role.
- Knowledge and experience of relevant Operating Systems/Firmware covering the following platforms: Windows, Cisco, UNIX, Linux.
- Knowledge and experience O365 at a global admin level including MS Security and compliance Centre, SharePoint, OneDrive, Exchange Online and Teams.
- Knowledge and experience of Exchange 2016> and Exchange Online
- Knowledge and experience of Azure Cloud and AWS - API Integration, Enterprise Application Management, AADC, ADFS, Subscription management, Cost Analysis, Automation
- Knowledge and experience of Citrix XenApp and/or Citrix Cloud including ADC (NetScaler) including Citrix and RDS licensing.
- Strong interpersonal skills, with ability to develop strong working relationships

- Keeping abreast of modern technology and proposing appropriate technical solutions to business problems.
- Knowledge and experience Palo Alto Firewall – Rules management, Troubleshooting, Security reporting

Desirable skills include:

- Experience of using agile collaboration tooling, such as Jira and Confluence
- Certification with Azure, AWS.
- Knowledge of ITIL based Service Management delivery
- Experience working in an ISO27001 environment

This role requires a Disclosure & Barring Service (DBS) check due to the wide scope of the role and the access to sensitive information.

Work Environment:

This is a leadership role with an expectation that the post holder will spend part of the time working in our offices and part of the time at home on a flexible basis.

People Management Responsibilities:

- No formal line management responsibilities.
- The role holder will promote continuing professional development, including embedding an "invest in yourself" approach within the broader Technology Service.

Relationships:

- This post reports to the Cloud Architect.
- Internal at all levels, including executive, senior officer, officer and members.
- External, local government, membership bodies and professional bodies including the NCSC, external auditors, and accreditation bodies

Over to you

We're ready to welcome your ideas, your views, and your 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 active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

At Camden, we value and celebrate difference 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, we embrace innovation rather than bureaucracy and we 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 treble 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 as accessible as possible 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 contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG.

This role requires an enhanced Disclosure & Barring Service (DBS) check due to the wide scope of the role and access to sensitive information.

