Position Description

Title	Senior Cloud Administrator
Business unit	Information Communication Technology | Corporate & Finance Services
Location	Level 4/130 Lonsdale Street, Melbourne
Employment type	As per employment agreement
Reports to	Infrastructure Manager

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice.

Our values: We are imaginative, respectful, compassionate and bold.

1. Position purpose

This position works closely with the Infrastructure Manager to ensure that there is appropriate and relevant technology strategies, planning, implementation and operations to meet the system administration needs of the access, processing and storage infrastructure within Uniting.

This position ensures that there is recognition of the role of innovation, leading practice and quality, in concert with functionality and resilience, to deliver effective systems that support Uniting employees. The role is expected to ensure that the system solutions implemented by Uniting effectively underpin the Uniting service delivery by facilitating staff productivity and assist clients engage with the required service.

By providing in-depth technical skills and experience to the capability of the team this position will be a point of escalation for the team to work together to resolve complex issues and/or associated underlying problems with primary responsibility to configure the Cloud Management service and to monitor /manage the services.

2. Scope

Budget: nil

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People: nil

3. Relationships

Internal

- ICT team/s
- ICT management team

External

- Vendors and partners

4. Key responsibility areas

Systems administration

- Lead and coordinate the development, support, and maintenance of the Data Centre(s) processing and storage facilities within Uniting Vic Tas, sufficient to meet the business, access and security needs of a digital organization.
- Lead, coordinate, develop and maintain an effective user access, authentication and authorization strategy for the data processing and data storage facilities to ensure that the expected resiliency, productivity, and security requirements are met.
- Deliver enterprise-wide printing services
- Establish monitoring and reporting services to inform the business continuity, planning and improvement process.
- Review power requirements and ensure the level of power resiliency that is indicated by business requirements.
- Ensure that the security of the processing and storage facility(s) is maintained at the highest of levels.
- Assist in driving the development and implementation of enterprise-wide technology improvement opportunities which significantly reduce unit cost or enhance client service experience.
- Ensure appropriate business continuity strategies are implemented for Uniting.

Functional responsibility

- Access authentication and authorization: AD, DNS, DHCP
- On-premise (IaaS) processing and storage
- Cloud processing and storage: PaaS and SaaS
- Server and storage virtualisation, provisioning, orchestration
- Server and storage monitoring, maintenance, and reporting
- Relevant risk mitigation and security strategies
- Relevant vendor negotiation

People and teams

- Actively participate in a proactive team who provide best practice support to the organisation, its employees, volunteers, and contractors.
- Undertake out of hours planned work
- Participate in the on-call roster

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.

- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
  - o Based on a relationship with a current member of Uniting's workforce
  - o Based on my ongoing work with another organisation

5. Performance indicators

- Uptime and Availability: Measure the percentage of time the cloud services and infrastructure are operational and accessible.
- Incident Response Time: Track the time taken to respond to and resolve incidents.
- Resource Utilization: Monitor the usage of cloud resources (CPU, memory, storage, etc).
- Cost Management: Evaluate the ability to manage and reduce cloud spending. This includes tracking cost savings through optimization strategies and adherence to budget.
- Deployment Frequency: Measure how often new features, updates, or patches are deployed.
- Backup and Recovery: Track the success rate and speed of backup operations and recovery processes. Ensuring data is consistently backed up and can be quickly restored is critical.
- Security Compliance: Monitor adherence to security policies and compliance with relevant standards (e.g., ISO 27001, RFFR).
- User Satisfaction: Gauge the satisfaction of internal and external users through surveys and feedback.
- Change Success Rate: Measure the percentage of changes (updates, upgrades, patches) that are successfully implemented without causing disruptions
  Automation Coverage: Track the extent to which cloud operations and processes are automated.

6. Person specification

Qualifications

- Relevant tertiary qualifications in Computer Science, Information Systems or related disciplines

Experience

- Proven experience in the area of Data Centre Management, Server and/or storage administration design and/or management using leading technologies and maintaining operational excellence within a medium to large service organisation.
- Demonstrated experience in defining, procuring and delivering effective services to support the processing and storage requirements of a large multi-site enterprise.
- Proven experience within standard Data Centre environments with a strong emphasis on Data and processing virtualisation.
- Proven understanding of the management and control of cloud environments including: IaaS, PaaS and SaaS, particularly within Azure and/or AWS.

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- Proven experience in establishing effective vendor support through monitoring, maintenance and reporting.
- Proven experience in risk identification and mitigation, including the maintenance of network services during primary power loss or other link events

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.
- Significant experience in the development, implementation and management of Data Centre processing and storage facilities supporting enterprise-wide services using best practice strategies.
- Demonstrated ability to undertake capacity planning and performance monitoring to ensure continuous improvement based on evidence and reported outcomes.
- Proven understanding of user identity management and licensing and security compliance.
- Demonstrated ability to manage vendors and vendor contracts to ensure that the Uniting required outcomes are achieved
- Ability to identify, assess and escalate risks according to the Risk Management framework.
- Proven negotiation skills and the ability to provide and influence a change agenda to a range of stakeholders, including suppliers, staff, and senior management.

7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

8. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:	
Signature:	
Date:	

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