

Position Description - Cloud Engineer

POSITION DETAILS

Department / Team: Support Services	Reports to (title): Technical Operations Manager
# Direct Reports: 0	# Indirect Reports: 0
Location: Brisbane	Salary Banding: AO7

THE CROSS RIVER RAIL PROJECT

The Cross River Rail Delivery Authority is building a new 10.2km rail line that includes 5.9km of twin tunnels running under the Brisbane River and CBD; with four new underground stations at Boggo Road, Woolloongabba, Albert Street and Roma Street.

Once complete, it will provide trains with a much-needed alternative rail path through the core of the current SEQ Rail network, unlocking a bottleneck and allowing more trains to run more often across the whole of South East Queensland.

The Cross River Rail Delivery Authority is also delivering multiple supporting projects and activities in conjunction with Department of Transport and Main Road. These include accessibility rebuilds for eight surface stations, construction of three new stations on the Gold Coast; upgrades for stabling yards; track works and surface rail enhancements; and the introduction of a new ETCS digital signalling system.

Further Information: www.crossrивerrail.qld.gov.au

OUR VALUES AND BEHAVIOURS



WE COLLABORATE

- We treat each other with respect and speak up when this doesn't happen.
- We share information to help everyone be successful.
- We have honest conversations, no agendas or surprise.
- We are curious, asking questions to understand.
- We work through issues together and help each other.



WE INNOVATE

- We are inclusive, listening to and encouraging differing views.
- We challenge and push the boundaries.
- We apply and share our knowledge to do better.
- We seize our opportunity to set new standards and benchmarks.



WE DELIVER

- We act safely at all times.
- We do what we say we will do and when we will do it.
- We understand our individual role and how it fits into the project's success.
- We take responsibility for our work and speak up when we need help.
- We are committed to continuous development and take every opportunity to review, learn and improve the way in which we are delivering the project, learn improve.

ROLE OVERVIEW

The Cloud Engineer provides authoritative technical leadership and engineering expertise across the organisation's network, cloud, and collaboration platforms. Reporting to the Technical Operations Manager, this position is accountable for the reliability, security, design and performance of critical ICT infrastructure and services that underpin the organisational and program outcomes.

Working closely with the Technical Operations Manager and other technical specialists, the Cloud Engineer is responsible for implementing and supporting business-as-usual operations, including incident response, and change management activities. The position plays a key part in the administration and optimisation of Microsoft 365, Azure, and unified communications platforms, while maintaining compliance with organisational policies, security standards, and audit requirements.

The Cloud Engineer also contributes to continuous improvement initiatives, technical documentation, and the delivery of high-quality service outcomes. By collaborating with internal teams, external vendors, and stakeholders, this position supports the Technical Operations Manager in achieving operational excellence and the successful delivery of business outcomes for the Cross River Rail project.

KEY RESPONSIBILITIES

- Provide advanced operational support, technical guidance, and incident management for network, cloud, and collaboration services, ensuring the reliability, security, and performance of CRRDA's technical infrastructure.
- Lead the design, implementation, and governance of changes to network, application, and cloud environments, ensuring alignment with change management processes, including testing, documentation, and post-implementation validation.
- Provide technical leadership and specialist advice to the Technical Operations Manager on business-as-usual operations, capacity planning, and incident response, contributing to the achievement of service availability and SLA performance targets.
- Act as the technical owner for assigned cloud and collaboration platforms, accountable for lifecycle management, risk treatment, and continuous improvement.
- Administer and optimise Microsoft 365, Azure, and unified communications platforms, ensuring effective access controls, compliance, and operational standards are maintained.
- Monitor service health, performance, and alerts across network, cloud, and AV environments, proactively identifying and addressing issues, risks, and opportunities for optimisation.
- Apply and maintain security controls and operational compliance with audit, governance, and cyber security requirements, supporting the Technical Operations Manager in meeting organisational standards.
- Development and maintenance of operational runbooks, standard operating procedures, and technical documentation, supporting knowledge sharing and team capability.
- Drive continuous improvement initiatives, including automation and process optimisation, to enhance service quality and operational efficiency.
- Collaborate with the Technical Specialist, Service Desk, vendors, and internal stakeholders to support cloud initiatives, operational readiness, and continuous service improvement.
- To work in accordance with the Delivery Authority policies, procedures and safety requirements and demonstrate alignment with our values and behaviours



KEY COMPETENCIES

- Demonstrated expertise in designing, deploying, and managing cloud infrastructure solutions, particularly within Microsoft Azure and Microsoft 365 environments.
- Strong analytical and problem-solving skills, with the ability to diagnose and resolve complex technical issues across hybrid and cloud platforms.
- Demonstrated ability to exercise independent judgement and provide authoritative technical advice on complex, high-risk or enterprise-wide issues, balancing security, cost, performance, and service outcomes.
- Experience with automation, scripting, and monitoring tools to drive operational efficiency and continuous improvement.
- In-depth knowledge of network architecture, security protocols, and identity management in enterprise environments.
- Proven ability to maintain operational compliance with security, audit, and governance requirements.
- Ability to work collaboratively within cross-functional teams and engage effectively with internal stakeholders and external vendors.
- Demonstrated experience with ITIL or similar incident, change, and problem management frameworks.
- Excellent communication skills, including the ability to document technical processes and report to executives and stakeholders.
- Experience in agile work methodologies is well-regarded.
- Relevant tertiary and or professional qualifications in ICT or related discipline.