

CLOUD AND INFRASTRUCTURE LEAD

Our City Vision:

Port Adelaide Enfield is a welcoming, liveable City: made by people.

Our Goals

Thriving Community <i>A City where people have the opportunity to connect and flourish</i>	Prosperous Economy <i>A City with a thriving economy that enriches its local community</i>	Clean And Green City <i>A City that values its natural environment</i>	Places For People <i>An accessible City where people love to be</i>
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Organisational Capability:

Our diverse workforce is resourced to deliver meaningful outcomes.
Our systems, processes and tools are contemporary and reflect leading practice.
Our assets and finances are managed with good stewardship.

We value our constructive workplace culture:

That is supportive, takes on challenges, seizes opportunity, builds great relationships and is proud of what we deliver for our diverse community. We inspire people to be creative, grow and learn. We place no limits on what we can achieve.

Our Organisational Values

Make a Difference We serve our community well <ul style="list-style-type: none">• Deliver public good• Improve the quality of people’s lives• Community focussed• Deliver Council’s City Plan	Grow & Improve We improve our work everyday <ul style="list-style-type: none">• Innovate• Continuously improve• Problem solve• Adapt & change• Engage the community• Shape the future	Better Together We collaborate & create to deliver meaningful outcomes <ul style="list-style-type: none">• Trust, honesty, integrity• Care & support each other• Work as a team• We celebrate success• We are accountable• Open communication
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The position is:

Position Title	Cloud and Infrastructure Lead		
Department & Section	Corporate Services, Information Technology		
Team	IT Operations		
Reporting to	IT Service Delivery Lead		
Positions Reporting to it	Nil		
Classification and Stream	MOA		
Position Number	3130	Prescribed Position:	YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>

How does this position contribute to our community?

- Supports the integrity and availability of Council’s information technology (IT) systems.
- Contributes to the efficient day-to-day running of Council.
- Provides excellent customer service to all stakeholders.

What does the position do?

- Operates as a member of the IT Operations team and establishes goals, objectives, and outcomes for their own work program and proactively supports and upskills other team members as required.
- Engages in the strategy for, and the execution of, the design, procurement, and implementation of the IT network in conjunction with vendors and external advisors, including the management of cloud and hybrid network environments.
- Provides technical leadership for a broad range of physical and cloud-based systems, ensuring the infrastructure inventory and configuration items are maintained and regularly updated.
- Designs, deploys, manages, and supports both cloud and on-premises Windows and Ubuntu server infrastructure.
- Ensure security standards and controls are maintained to the required tier levels.
- Leads system administration tasks including permissions settings, system backups, patch management and software deployments for the on-premises infrastructure, Azure, AWS cloud and Hyper-V environments, including the guest Windows and Ubuntu servers.
- Provides second level support to resolve escalated enquiries and issues such as more complex network interruptions, software conflicts, and hardware malfunctions.
- Responsible for monitoring on-premises and cloud-based IT Infrastructure, communicating operations gaps, potentials issues and remediations.
- Supports the Cyber Security Analyst with cyber security monitoring, actions, and improvements
- Builds relationships and collaborates with vendors for procurement, support, and understanding upcoming technological trends.
- Oversees, tests and maintains disaster recovery plans for cloud and on-premises infrastructure.
- Provides specialist and expert advice on IT projects.
- Provides best practice solutions to complex infrastructure problems.
- Develops methods and records solutions to common and complex problems to build the IT support knowledge base.
- Updates skills and maintains contemporary knowledge through internal training, online courses, or on-the-job learning.
- As a member of the IT Section, actively contributes towards a constructive workplace culture that is aligned to PAE Values.

POSITION DESCRIPTION



- Other reasonable duties as required
- Work at other locations within Council if required

What outcomes does the position deliver?

- Operational efficiency through a reliable, efficient, and fit for purpose IT system (including network, cloud and other infrastructure).
- Continual enhancement of cybersecurity through IT systems monitoring, actions, and improvements.
- Reliable and accurate documentation relating to cloud and network architecture.
- User satisfaction through timely and effective resolutions of their queries.
- Support for staff through resolving escalated problems.
- Skill development of staff as identified.
- Enhanced service desk delivery through building a robust, documented knowledge base.

The behaviours we expect the position to contribute to our workplace are:

- Alignment to PAE Values and Code of Conduct
- Proactive, self-motivated and takes initiative to independently research, learn and maintain up to date knowledge relevant to the role.
- A clear, confident and respectful communicator who can engage with a diverse range of people.
- Able to communicate complex or technical concepts clearly and concisely in plain language appropriate to the audience.
- Flexible and adaptable, able to adjust quickly to changing priorities and environments.
- Manages workload effectively, prioritising tasks to meet agreed service levels and deadlines.
- Customer focused, responsive and professional when supporting users with varying levels of technical confidence.
- Applies logical, analytical thinking to diagnose and resolve technical issues efficiently.

Qualifications for the position

- Relevant degree with a minimum of five years' experience and relevant certifications such as Microsoft, AWS, Cisco etc. or thorough knowledge of work activities performed within the work area gained through experience.
- Formal qualifications in ITIL or similar will be highly regarded.
- Cybersecurity certification or previous exposure will be highly regarded.
- Current Australian drivers' license is essential.

Experience

- Experience in an IT role managing corporate IT networks, servers, databases, hardware & software, unified comms solutions, integrations and associated tools.
- Experience in an IT role resolving issues with the Microsoft Server, SQL, Windows and Office suite of applications and other corporate network applications.
- Experience operating within formal IT Service Management (ITSM) frameworks.
- Experience with ticketing systems.
- Experience operating in a local government or similarly diverse multi-vendor, multi-site environment.

Knowledge

- High level skills and knowledge of configuration and management of AWS cloud infrastructure, Microsoft Server, SQL, Active Directory, Microsoft Intune and Office suite of applications.
- High level skills and knowledge of network configurations, protocols, and troubleshooting techniques.

POSITION DESCRIPTION



- High level skills and knowledge of configuration and management of various network and user computer hardware, peripherals, and mobile devices.
- High level skills and knowledge of formal IT Service Management (ITSM) frameworks, using and managing ticketing systems, remote support tools, and IT asset management solutions.
- Basic level skills and knowledge of the local government operating and regulatory environment. and the commonly used IT systems will be highly regarded.

Information Management/Cyber Security

- Appropriate information management practices are implemented.
- Maintain knowledge and application of Council's IT systems relevant to role.
- Maintain a working understanding of and follow Council's cyber security controls.

Child and Vulnerable People Safe Environment

- A child and vulnerable people safe environment is maintained and promoted.
- Promote protection, safety and wellbeing of children and other vulnerable people.

Procurement and Contract Management

- Responsible for complying with Councils procurement policy and processes
- Proficient in the application and requirements of procurement within a Local Government context
- Requirement to undertake regular training regarding procurement and contract management activities

Our Safety and Return to Work Commitments

All Employees

- Take reasonable care for their own health and safety.
- Take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons.
- Comply, so far as reasonably able, with any reasonable instruction that is given to ensure their safety.
- Co-operate with any reasonable WHS policy or procedure relevant to their work.
- Participate in the RTW process if injured at work as set out in the Return-to-Work Act 2014.