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| **Role Title**  | Cloud Engineer – Public Cloud Operations |
| **Function**  | Hyperscale – Operations |
| **Team**  | Hyperscale |
| **Reports to** | Richard Berry – IT Operations Manager |
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| **Role Description**  | Specialist Computer Centres are Europe’s leading provider of IT services and solutions. Demand for our Hybrid Infrastructure services continues to grow both from existing and new customers creating a real career opportunity for a talented individual to join our team.Acts as the first point of contact for customer requests and resolving specific incidents for customers in the Public Cloud domain.Escalates incidents that are out of his level of knowledge to other resolver groups and follows up closely with the solving process of the incident providing support in monitoring and help along the way.  |
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| **Key Responsibilities**  |  |
| 1. | Acts according to the specific working processes / procedures. If no processes / procedures are available for a specific situation the actions will be agreed with the direct manager. |
| 2. | Prioritises incidents / tasks accordingly. Taking into account workload, SLAs, severity. Any risk of increased workload or SLA breach should be escalated to the direct manager. |
| 3. | Acts as a point of contact for solving incidents specific for public-cloud platforms – Azure / AWS. |
| 4. | Takes on customer requests / incidents with SLA through phone, email or anything that comes through our automated alerting systems. |
| 5. | All incidents / tasks / requests shall be logged with our ITSM tool. |
| 6. | Maintains customer communications / updates through the process of solving a particular incident / task /request |
| 7. | Creates (or maintains up to date) specific working instructions (knowledge base) that can help the team deals with specific incidents. |
| 8. | Acts according to internal or customer security requirements / constraints. |
| 9. | Working with the team to create and maintain a high level of technical expertise. |
| 10. | Identifying and removing any technical obstacles that are hindering the team's progress. |
| 11. | Performs on-call activities within the team, according to a specific pre-defined rotation (ROTA) |
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| **Person Specification**  |  |
| 1. | Excellent communication, facilitation, and problem solving skills.  |
| 2. | Open Minded, Positive, Creative, and Collaborative approach to problem solving. |
| 3. | Passion for public cloud-based technologies and methodologies. |
| 4. | Strong organisational and multitasking skills.  |
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| **Key Competencies**  |  |
| 1. | Strong understanding on Azure / AWS Public Cloud environment, infrastructure and technologies. |
| 2. | Experience in using and configuring EntraID, RBAC, PIM, JIT, Conditional Access |
| 3. | Good understanding and knowledge on Public Cloud Networking |
| 4. | PowerShell / Bash scripting |
|  | Good understanding on Azure / AWS monitoring tools (Azure monitor / CloudWatch) |
| 5. | Familiar with Infrastracture-as-a-Code tools (i.e. Terraform) |
| 6. | Problem-solving: Ability to identify issues and remove obstacles that are hindering the team's progress and find solutions to overcome challenges. |
| 7. | Collaboration: Ability to work collaboratively with the team, stakeholders, and management.  |
| 8. | Good understanding of ITIL framework. |
| 9. | Coaching and mentoring: Ability to coach and mentor team members on public cloud best practice, processes and provide guidance on how to improve. |
| 10. | Communication: Strong verbal and written communication skills to effectively communicate with the team, stakeholders, and management. |
| 11. | Adaptability: Flexibility to adapt to changing requirements and priorities as needed. |
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| **Value Behaviours**  |  |
| 1. | Responsibility  |
| 2. | Passion  |
| 3. | Customer First  |
| 4. | Agility  |
| 5. | Family  |

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| **Version**  | **Date**  | **Description**  | **Approved by**  | **Date**  |
| 1.0  | July 2024  | Original  |  | July 2024 |