

ROLE PROFILE

Job family	Organisational Support	Role profile number	OS12-2024	Grade L
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Job purpose: Lead, develop and maintain the most appropriate solutions for a complex work area within and across service areas.

Grade L posts are higher in 'Decisions' with the requirement to set working standards/practices and to lead on initiatives to design and deliver service transformation. These posts are also higher in 'Knowledge & Skills' requiring a relevant post graduate professional qualification and significant relevant experience at a technical/professional level within a related specialist field.

Factor	Relevant Job Information
Supervision and/or Management of People	No full management of a team but will be required to monitor the quality and quantity of the work of others. Will provide advice, guidance and support to colleagues to ensure whole team achievements are met.
Indicative qualifications	Degree in relevant profession, or equivalent experience/skills. Licence / certificate / qualification required for the role ITQ 2 or equivalent ICT skills and abilities demonstrating significant experience in related IT systems.
Knowledge and Skills	Significant relevant professional experience post qualification in a similar work environment. Expert knowledge in the area of specialism. Expert knowledge of relevant policy, systems, work practices, professional guidelines, legislation and a good understanding of emerging developments in the area of specialism. Excellent ICT skills including use of Microsoft applications and specialist systems. Knowledge and experience of developing systems, policies, procedures and / or practices. Good knowledge of the wider sector / external influences. Detailed operational knowledge of systems in terms of functionality, capability and availability. Excellent interpersonal, persuasion, influencing and negotiating skills. Excellent planning and organisational skills, with proven ability to prioritise and co-ordinate workloads, monitor and evaluate work, to ensure deadlines are achieved. Proven ability to apply initiative and strategic awareness to problem solving and decision making. Ability to lead projects with service / organisation impact.
Creativity and Innovation	Apply professional knowledge and experience to interpret and recommend policy, resolve complex issues, proactively anticipate problems and deliver solutions which enhance the quality and efficiency of services. Responsible for meeting performance standards within a policy framework and regulatory guidelines. Considerable scope to exercise initiative in taking action - within the boundary of well-defined policies. Contribute to long term strategies. Apply specialist/professional expertise and use judgement to make decisions where solutions are not obvious to meet customer requirements. Will be required to plan over a longer period (a year or more) and contribute to long term strategies. Lead initiatives to design and deliver improvements and transformation. Lead projects or contribute to larger organisation wide programmes.
Contacts and Relationships	Provide advice and guidance on complex issues which could be contentious and challenging in nature. Ability to build relationships and engage successfully with colleagues /partners /customers / contractors and suppliers. Negotiation showing tact and diplomacy to deal with conflicting requirements or opinions and the ability to make decisions on the most appropriate action to reach an acceptable conclusion. Regular contacts will include: senior managers, leadership team, councillors, external bodies and partners. Liaise with and/or advise senior members of staff regarding service issues, problems and processes. Be a representative on behalf of the Service area / Council internally and / or externally.

Decisions – Discretion & Consequences	<p>Decisions lead to the setting of working standards and important procedures for the service area which have an impact across the organisation.</p> <p>Use initiative to manage responses to complex business / technical issues within the service.</p> <p>Make business decisions based on up to date specialist knowledge and analysis.</p> <p>Contribute to developing council strategy within the service area.</p> <p>The consequences of the decisions will have a significant effect across the organisation.</p> <p>Drive and delivery complex work programmes within or across specialist areas to meet established operational targets.</p> <p>Develop, implement, maintain and manage complex systems, policies, procedures and / or standards within specialist area whose outcomes can affect council wide approaches / business.</p> <p>Review the functionality of these in response to either internal or external drivers. Recommend and implement changes as required to meet organisational needs.</p> <p>Research, manage and evaluate complex information / data / feedback. Identify and interpret organisational issues, trends and problems which may have a broad impact both within the organisation and for partner organisations.</p> <p>Identify and recommend solutions where service delivery / business / performance risk has been identified. Lead initiatives to design and deliver improvements and transformation.</p> <p>Monitor and report on service standards as required.</p>
Resources	Little or no responsibility for physical or financial resources.
Work Demands	Work subject to interruptions and at times may be competing demands of work priorities.
Work Environment	Office based, but may involve some travelling to other council buildings.
Our Identity	<p>Our Identity sets out who we are and provides a shared understanding of how we are all expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire.</p> <p>All of us are expected to demonstrate the elements of Our Identity in how we work to shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working</p>
Health & Safety	All employees are required to carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to their line manager.
Equalities	Wiltshire council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via the whistleblowing policy .
Authority to work in the UK	All employees must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity are retained for our records, by providing these proofs the council will treat this as consent.

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The Council reserves the right to amend this role profile as necessary.

ROLE DESCRIPTION

Role description:	Cloud Operations Engineer	
Role profile family:	Organisational Support	
Role profile number and grade:	OS12-2024	Grade L
Number of posts:	8	
Service/Team:	Cloud and Modern Workplace (ICT)	
Reports to:	Operations Manager (Cloud & Modern Workplace)	

Job Family overview

Organisational support job family overview:

Delivery of services to support the Council and its partners in the long term; corporate compliance, contracting, planning, performance, policy and strategy.

- Focus on the business and service infrastructure of the Council and its partners to ensure effective management and proper compliance
- Advice and services rendered will generally be accepted as authoritative and recommended practice
- Specialist area and/or management knowledge
- Understanding area concepts and plans
- Defining implications of external influences and trends
- Shaping of Council responses including service plans/strategies & policies
- Definition & management of strategic planning processes
- Monitoring and reporting of performance

Service / function Context

The overall responsibilities of the service/function are:

As an ICT Service, our primary purpose is to ensure that we **empower people through technology**. In order to achieve this and support the corporate goals, IT needs to work, all the time, and every time. IT solutions need to be delivered quickly and issues resolved quickly. IT needs to be simple, complexity adds risk and makes solutions difficult to use and to support. ICT has a responsibility to ensure that the data and information held by the Council in our systems, is kept safe and confidentiality is maintained where required, that data maintains its integrity and that it is available for use by those who have the appropriate permissions to access it.

Our Mission is to build and maintain a high quality technical and applications infrastructure that supports the organisation's frontline services and enables them to provide cost effective and efficient services to the people of the County of Wiltshire

Job Purpose

The Cloud Operations Engineer is responsible for the operational support and maintenance of cloud-based infrastructure technologies primarily supporting Microsoft based technologies such as Azure, M365 and monitoring of Hybrid environments in relation to performance, availability, capacity, and security.

The postholder will have expert technical skills in the implementation and operation of Microsoft hybrid (on-premise and / or cloud) server infrastructure, storage, backup and monitoring.

Specific duties and responsibilities include:

- Undertaking work of a highly specialised nature, which requires in depth, detailed knowledge of the technical environment applying a creative and innovative approach to proactively manage, monitor and anticipate problems with the infrastructure.
- Deployment, maintenance, backup and patching of cloud-based infrastructure whilst preserving the confidentiality, integrity and availability of data working in collaboration with security colleagues.
- Development, management, and improvement of monitoring toolsets to provide accurate and timely alerting and reporting pertaining to hybrid data centre and network environments.
- Triage incidents and service failures to diagnose root cause and advise / implement the optimum response.
- Implementation of controlled changes to support service improvement, ICT projects and business change
- Required to make decisions without reference to a manager with regards to resolving complex system issues.
- Lead delivery of project-based infrastructure improvement and innovatively support ICT / business projects delivery contributing specialist analysis, decision recommendations, issue resolution and work arounds.
- Required to maintain accurate records for software licensing, asset support and consumption-based services / SaaS
- Required to contribute, support, review, advise, maintain and improve in the areas of
 - Shaping ICT service planning, service delivery and technology roadmaps
 - Information Security, Incident & Business Continuity response, including planning, documentation, testing and review
 - Infrastructure architecture concepts and documentation
 - Disaster Recovery testing, processes and documentation
 - Identification and implementation of efficiency savings and infrastructure process automation
 - Infrastructure capacity and performance management
 - Knowledge sharing between colleagues and ICT departments
- Respond and react to requests for information, action and incident response associated with service failures, security incidents, FOI and ICT/HR policy breeches.
- Develop and maintain third party relationships, collaborating with service and product suppliers to provide clear technology roadmaps

Person Specification

Specific qualifications, knowledge, and skills required for this role:

Essential

- Educated to Degree level or have appropriate working experience
- Ideally to have industry qualifications and/or proven expertise in a support / engineering role within a Microsoft enterprise environment
- Expert in at least two of the following technologies and a good working knowledge in as many as possible:
 - Azure Infrastructure management - storage, backup and virtualization.
 - Azure services configuration and integration into Azure AD
 - Azure security and performance monitoring
 - M365 Microsoft Exchange Management & Administration
 - M365 Microsoft Intune / Mobile Device Management
- Proven experience of working within an ITIL and / or Prince2 environment
- Motivated, pro-active, and capable of working under pressure
- Have the discipline and interpersonal skills to work alone or as part of a diverse team environment.
- Excellent verbal and written communication skills

Desirable

- Experience of the following technologies:
 - M365 Microsoft Teams Management & Administration
 - M365 Microsoft SharePoint Management & Administration
 - Hybrid on-premise / Azure virtualization technologies
 - Microsoft cloud-based security technologies
 - On-premise servers, storage and backup infrastructure
- Microsoft Certified Systems Engineer
- ITILv3 Foundation
- Has an understanding of networking architecture, operations, security, troubleshooting and industry standards.

Supporting information

Driving classification	
Occasional driver A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.	<input type="checkbox"/>
Regular Driver Must hold a valid UK driving licence (with no more than 6 penalty points) and have access to either their own car or a pool car in order to undertake the duties of the role unless other forms of transport are available and viable to perform the role, including public transport. Or a reasonable adjustment has been agreed.	<input checked="" type="checkbox"/>
Required Driver Must hold a valid UK driving licence (with no more than 3 penalty points) and will drive a vehicle supplied by the Council in order to undertake the duties of the role.	<input type="checkbox"/>
Employees should refer to the Corporate Driving at Work policy for further information.	

Political restriction	
This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as a member of the Scottish or Welsh Parliaments. The job holder is furthermore not permitted to canvas on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party	<input type="checkbox"/>
This role is not politically restricted	<input checked="" type="checkbox"/>

Professional fees and related occupational costs	
As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council	<input type="checkbox"/>
This role does not have any professional or occupational membership requirements	<input checked="" type="checkbox"/>

Clearances – Disclosure & Barring Service (DBS)	
This role will be engaged in 'regulated activity' providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an Enhanced DBS check before appointment can be confirmed.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a Standard DBS check	<input type="checkbox"/>
The role requires a Basic DBS check to check for convictions and cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974.	<input checked="" type="checkbox"/>
This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.	<input type="checkbox"/>

Clearances – Baseline Personnel Security Standard (BPSS)

This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check	<input type="checkbox"/>
This role is not subject to a BPSS check	<input checked="" type="checkbox"/>

Clearances – Non-Police Personnel Vetting (NPPV)

This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 2* . (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed 'secret').	<input type="checkbox"/>
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 3* (*regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to "secret" level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members).	<input type="checkbox"/>
This role is not subject to a NPPV check	<input checked="" type="checkbox"/>

Safeguarding

For all roles within Children's Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	<input type="checkbox"/>
For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults' procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council's agreed interagency safeguarding adults' procedures will be followed, alongside implementation of the council's disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.	<input type="checkbox"/>
For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	<input checked="" type="checkbox"/>