Role Profile

The Role			
Role Title:	Cloud Infrastructure Engineer	Reporting to (job):	Infrastructure Team Manager
Legacy job titles covered by this role profile:	N/A	Jobs that typically report into this role:	none
Function / Org Unit	FI&P, IT, IT Operations	Job Number:	
Base and travel	Hybrid - home and southeast hub	Band *(to be assigned by Reward)*	UC

Role Dimensions			
Number of direct reports	0	Manager/Individual Contributor:	Individual Contributor
Number of dotted line reports	0	Budget (Operating/Capital)	No direct budget. Responsible for raising business cases for expenditure.
Total No of Reporting Staff (include all direct and indirect reports)	0	Decision Making Authority & Responsibility for Resources	**Decision Making Authority** Responsible for the technical configuration of cloud services within the agreed architectural framework. **Responsibility for Resources** Responsible for ensuring the cloud services that underpin mission critical services operate within agreed parameters of availability, security and performance. Also to ensure that cloud services are monitored and optimised to avoid unexpected costs. The cloud infrastructure supports the Society's public website, data integration and insight services, key application servers and the Windows Active Directory service.

Working Environment	Hybrid - home and Southeast hub DSE User		
Role Purpose	● To configure and operate the cloud-based infrastructure environment for the Society - covering operating systems, storage, backups, network and security components. ● To ensure cloud systems are operating optimally in terms of cost, performance and availability ● To ensure that cloud systems are configured to best practise and are suitable secured and monitored. ● Provides specialist guidance to less experienced colleagues in support and running of cloud systems ● Provide out of hours support for critical IT systems		
Principal Accountabilities	**Specialisms relevant to this role from the SFIA framework v8 (https://sfia-online.org/en/sfia-8/all-skills-a-z)** **IT Infrastructure (SFIA level 4)** ● Provides technical expertise to enable the correct application of operational procedures. ● Contributes to the planning and implementation of infrastructure maintenance and updates. ● Implements agreed infrastructure changes and maintenance routines. ● Uses infrastructure management tools to determine load and performance statistics. ● Configures tools and/or creates scripts to automate the provisioning, testing and deployment of new and changed infrastructure. ● Maintains operational procedures and checks that they are executed following agreed standards. ● Investigates and enables the resolution of operational issues. Provides reports and proposals for improvement, to specialists, users and managers **Network Support (SFIA level 4)** ● Maintains the network support process and checks that all requests for support are dealt with according to agreed procedures. ● Ensures network configurations are applied to meet operational requirements in line with agreed procedures. ● Uses network management software and tools to investigate and diagnose network problems, collect performance statistics and create reports. **Storage management (SFIA level 4)**		

	- Prepares and maintains operational procedures for storage management. - Monitors capacity, performance, availability and other operational metrics. Takes appropriate action to ensure corrective and proactive maintenance of storage and backup systems to protect and secure business information. - Creates reports and proposals for improvement. - Contributes to the planning and implementation of new installations and scheduled maintenance and changes of existing systems. **Systems installation and removal (SFIA Level 4)** - Undertakes complex installations and de-installations of systems or components, including. - Ensures adherence to established safety and quality procedures. - Ensures that appropriate performance analysis equipment and diagnostic tools are used to test the hardware and/or software affected. - Quantifies and qualifies changes made. Corrects malfunctions, calling on other experienced colleagues and external resources if required, and initiates action to ensure best use is made of available network assets. - Ensures that installation work is documented in accordance with agreed procedures and records details of all hardware/software items that have been installed and removed so that configuration management records may be updated. - Develops procedures and standards for installation and handover to maintain and improve the installation service. - Helps to resolve problems (e.g. poor performance) and faults (e.g. system failure) occurring in the operation of hardware and software - Provides specialist guidance and some supervision to less experienced colleagues. **System Software (SFIA Level 4)** - Reviews releases, upgrades, security patches and fixes available from system software suppliers and identifies those which merit action. - Maintains awareness of existing and emerging software and hardware solutions and develops upgrade plans. - Tailors system software to ensure that the functionality of installed hardware is exploited in line with business needs. - Prepares software implementation procedures with fall back contingency plans. - Investigates potential and actual service problems and recommends solutions. - Follows formal procedures to plan and test proposed solutions.

	● Collects performance data to monitor system efficiency against published service level agreements. Monitors both resource usage and failure rates of installed systems and provides feedback to management. ● In the event of system software failure, collects critical information, adhering to agreed procedures. Analyses all documentation, storage dumps and logs relating to system software failures to identify the failing component. Isolates failures and recommends actions to circumvent problems and enable the restoration of services. Liaises with suppliers to obtain corrective code, installing and testing the code to ensure a permanent resolution. **Asset Management (SFIA level 3)** ● Applies tools, techniques and processes to create and maintain an accurate asset register. ● Produces reports and analysis to support asset management activities and aid decision-making.
Key Interfaces	**Project Managers / development leads** - Provision of infrastructure services as required for new project initiatives. **Solution Architects** - To seek guidance and approval for new tools and solution designs relating the cloud infrastructure environment. Also to share ideas and opportunities for consideration. **Information Security Officer** - To validate that cloud infrastructure implementations meet security requirements and to support security tests. **Network Communication Analysts / Infrastructure Support Analysts** - Technical collaboration with team colleagues to ensure a joined up approach to configuration and operation of the whole infrastructure estate, cloud, on-prem and core systems such as Active Directory. **Technical Design Authority** - For formal signoff of changes in architecture or new solution designs **Change Advisory Board** - For formal approval of changes to operational systems **3rd party Vendors** - For the purpose of support, guidance and defect resolution.

The Person

Personal Attributes and Key Competencies	This role operates at SFIA Framework level 4 (https://sfia-online.org/en/sfia-8/responsibilities/level-6)
	Autonomy Works under general direction within a clear framework of accountability. Exercises substantial personal responsibility and autonomy. Uses substantial discretion in identifying and responding to complex issues and assignments as they relate to the deliverable/scope of work. Escalates when issues fall outside their framework of accountability. Plans, schedules and monitors work to meet given objectives and processes to time and quality targets.
	Influence May have some responsibility for the work of others and for the allocation of resources. Engages with and contributes to the work of cross-functional teams to ensure that customers and user needs are being met throughout the deliverable/scope of work. Facilitates collaboration between stakeholders who share common objectives. Participates in external activities related to own specialism.
	Complexity Work includes a broad range of complex technical or professional activities, in a variety of contexts. Investigates, defines and resolves complex issues. Applies, facilitates and develops creative thinking concepts or finds innovative ways to approach a deliverable.
	Business skills Communicates fluently, orally and in writing, and can present complex information to both technical and non-technical audiences when engaging with colleagues, users/customers, suppliers and partners. Selects appropriately from, and assesses the impact of change to applicable standards, methods, tools, applications and processes relevant to own specialism. Demonstrates an awareness of risk and takes an analytical approach to work. Maximises the capabilities of applications for their role and evaluates and supports the use of new technologies and digital tools. Contributes specialist expertise to requirements definition in support of proposals. Shares knowledge and experience in own specialism to help others. Learning and professional development — maintains an awareness of developing practices and their application and takes responsibility for driving own development. Takes the initiative in identifying and negotiating their own and supporting team members' appropriate development opportunities. Contributes to the development of others.

	Security, privacy and ethics — fully understands the importance and application to own work and the operation of the organisation. Engages or works with specialists as necessary. **Knowledge** Has a thorough understanding of recognised generic industry bodies of knowledge and specialist bodies of knowledge as necessary. Has gained a thorough knowledge of the domain of the organisation. Is able to apply the knowledge effectively in unfamiliar situations and actively maintains own knowledge and shares with others. Rapidly absorbs and critically assesses new information and applies it effectively.
Essential Key Skills, Qualifications & Experience	● Ability to demonstrate role principle accountabilities and personal qualities as referenced above. ● HNC/A level equivalent including at least 1 science or computing related discipline. ● Demonstrable experience in a technical infrastructure role in an enterprise environment including the operation of cloud based services.
Desirable Key Skills Qualification & Experience	Experience in a number of the following areas: ● Google Cloud Platform Services including Compute, Networking, Storage, IAM & Security, Logging and monitoring ● Kubernetes and Docker ● Configuration Management - Ansible ● Version control systems (Git/BitBucket), build management, and CI/CD tools (Jenkins). ● Active Directory and Windows Server ● UNIX style operating systems (installation, configuration and administration) ● Network technologies, switching, routing, firewalls, wireless ● Java installation and management ● Apache web server support ● Enterprise application packaging and distribution systems ● Enterprise backup solutions ● Scripting within Windows, Linux and UNIX environments ● VoIP technologies
Personal commitment to:	● Adhere to the Society's charitable objectives, which are to promote kindness and prevent or suppress cruelty to animals.

	- Take care of their own health and safety and that of others who may be affected by their acts and omissions. - Uphold the RSPCA's core values - Cooperate with Society policies and procedures - Understand and comply with any Society Code of Conduct.
RSPCA Core Values	Our values for our employees, volunteers, trustees, branches and future members of our Community Engagement Programme guide everything that we do. They also guide how we work to rescue and care for animals and how we work with individuals, families, communities and other organisations. **We are compassionate:** we care deeply about the lives of animals, we have empathy for people, we act with kindness and consideration at all times **We are inspirational:** we are life changing, we inspire by taking the lead, we speak up when others don't, we take brave decisions, we change animals' lives for the better. **We are committed:** we never give up, we have energy and determination, we rescue animals from cruelty and neglect, giving them new opportunities and supporting others in doing so, and advocate for all animals at risk of harm. **We are expert:** we have expert knowledge which we willingly share, we act on the basis of evidence, we underpin our decisions and actions with science, data and experience. **We act with integrity:** we are honest and trustworthy, we act with integrity, we do what's right.

Creation and Authorisation		
Statements in this Role Profile are intended to reflect, in general, the duties and responsibilities of the position, but are not to be interpreted as totally inclusive.		
Profile written by: Nick Hutcheson	**Role:** Head IT Operations	**Date: 13/06/2022**

Approved by (operations): Nick George	Role: AD IT	Date:23/06/2022
Approved by (HR): Lauren Burnett	Role: HRBP	Date: 1/7/22
Date Job last evaluated: July 2022		