

Cloud Engineer

Reports to	Team Leader, Overcloud Team
Direct reports	None
Authorities	None

Role summary

Cloud Engineers are responsible for the life-cycle of Catalyst Cloud's public and private cloud services. From design inception to successful operation, our Engineers combine Systems and Network Administration, IT Architecture, and Site Reliability Engineering skill-sets and work as a cohesive team to deliver robust cloud services. The role is inherently technical, requiring a wide knowledge of infrastructure, deployment and modern engineering concepts to be successful in helping the business realise short and long term objectives.

Cloud Engineer	
1.	Building and maintaining systems and networks for Catalyst Cloud
	<ul style="list-style-type: none"> Design and implement new services and software Install, configure and updates hardware and software solutions (operating systems, applications, firmware, etc.) Maintain the integrity of security of systems (apply updates, extend, analyse, operate) Design and follow processes to attain and/or retain security certifications held or desired by Catalyst Cloud Troubleshoot reported problems and document method of resolution System performance tuning
	Successful When
	<ul style="list-style-type: none"> Overcloud team leader and other team members report positively on your work output Clients report positively on your work and timeliness Business problems are solved using robust technology and best practices Best practise is adhered to for all duties

<ul style="list-style-type: none"> • Documentation is maintained as appropriate and critical information is shared between team members and manager • Time and work is managed with appropriate priority levels
2. Maintaining strong and professional connections with clients and Catalyst Cloud employees
<ul style="list-style-type: none"> • Support management and other team members with document production as required • Maintain effective lines of communication with all staff and clients • Ensure tidy and professional presentation when meeting with clients • Attend meetings via phone or video conferencing as required.
Successful When
<ul style="list-style-type: none"> • Confidentiality is maintained at all times • Both verbal and written communications are clear, concise and accurate • Client, manager, and other team members provide positive feedback on communication style and content • You model appropriate behaviour that represents Catalyst Cloud's values in all external engagements • Both clients and Catalyst Cloud employees are communicated with in a fair, honest, and open way
3. Responsibilities
<ul style="list-style-type: none"> • Set goals and targets for the further development of your career • Take on new and variable tasks as your role develops, as directed by your manager and mentor • Participate in relevant training events
Successful When
<ul style="list-style-type: none"> • New and relevant knowledge or experience is gained via training or work experience, and is exercised in your day to day work • Goals and targets are met, both short and long term <p>You progress to new levels of capability</p>

Skills and Requirements

- Configuration Management (Ansible, Puppet)

- CI/CD Pipelines
- Linux Systems and Network Administration
- Containerization and Container Orchestration
- Scripting / Programming (Bash, Python, Golang)
- SQL
- Virtualization Technologies

Competencies and attributes

- **Strong verbal and interpersonal skills:** Able to communicate clearly and effectively with various types of people (i.e. with other managers, clients, team members and corporate service areas).
- **Flexible/adaptive/resilient:** Able to shift strategies and accept other viewpoints. Adapts quickly and effectively to changing situations. Able to overcome disappointments and learn from the set backs to bounce back. Able to adjust to unexpected change, as well as lead change when appropriate.
- **Team player:** Able to work with others in order to achieve a good outcome.
- **Organised/effective prioritisation:** Able to take an organised and effective approach to tasks in order to prioritise them according to the demands of the business and their team.
- **Commitment to security:** Able to exhibit a commitment to information security and the privacy of (customer) data.