Position Description: Senior Cloud Operations Engineer

Reports to	Chief Information Security Officer
Direct reports	None
Authorities	None
Location	Wellington, New Zealand

Role summary

Cloud Operations Engineers at Catalyst Cloud are responsible for managing the full life-cycle of our OpenStack based public and private cloud offerings — including design, deployment, operation, and decommissioning. This role blends expertise in Systems and Network Administration, IT Architecture, and Site Reliability Engineering to build and support reliable, scalable cloud environments.

While not every candidate is expected to possess expertise in all areas, a solid understanding of infrastructure, open-source cloud technologies, and modern engineering practices is essential to contribute effectively. Experience with OpenStack open source in general is highly beneficial.

This is a hands-on, technical role requiring the ability to troubleshoot complex systems, automate operations, and drive continuous improvement. Cloud Operations Engineers collaborate closely with other technical teams across the organisation and engage directly with customers to provide expert support and ensure service reliability.

Senior Cloud Operations Engineer	
Responsibilities	**Successful when**
1. Building and maintaining our systems and networks for Catalyst Cloud	
• Research new technologies and propose innovative solutions to business problems. • Design and implement new services and software. • Asset lifecycle management (capacity planning, procurement, updating asset management system, decomissioning)	• Assigned work is responded to and managed in a timely and professional manner. • Your manager and other team members report positively on your work output. • All stakeholders are fully informed of project progress at all times.

• Install, configure and update hardware and software solutions (operating systems, applications, firmware, etc.) across a diverse hardware fleet. • 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. • Assist Catalyst Cloud users when issues are escalated. • Lead or assist network design and troubleshoot/debug network-related problems. • Configure and maintain routers, switches, SDN fabrics, routing protocols, VPNs and firewalls. • Maintain monitoring platforms and respond to incidents and outages. • Write Bash and Python code where required. • Be available out of hours to assist with system problems, changes, and installations. • Contribute to continuous integration systems for the automated deployment and maintenance of cloud infrastructures. • Have an understanding of the importance of data sovereignty in New Zealand and how this underpins everything we do at Catalyst Cloud.	• Business problems are solved using robust technology and best practices. • Best practise is adhered to for all duties. • 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 communications with clients and other Catalyst Cloud employees	
• Support management and other team members with document production as required. • Maintain effective lines of communication with staff and clients. • Ensure tidy and professional presentation when meeting with	• 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

clients. • Attend meetings in person, phone or video conferencing as required.	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. Working with your manager and other senior team members towards your continual learning and development.	
• Learning new skills as required. • Participate in relevant training events • 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. • Guide fellow team members with your technical knowledge. • Collaborate with fellow team members to generate new ideas. • Enter timesheets daily in our time tracking system .	• 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. • You progress to new levels of capability.

Competencies and attributes
• **Strong verbal and interpersonal skills**: able to communicate clearly and effectively with various types of people (i.e. with 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. • **Domestic travel:** The role is in Wellington, New Zealand, but an ability to travel within New Zealand is required, as is having a drivers license and your own car. • **Security clearance**: You mayy be required to seek/hold a security clearance, depending on the exact requirements of our customers.

Skills and tools
• Linux Systems (primarily Ubuntu and Debian) and Network Administration (PicOS from Pica8, SONiC, Cumulus Linux from NVIDIA, and EOS from Arista). • Storage Administration (Disks, RAIDs, NVMe). • Configuration Management (Ansible, Puppet). • Scripting / Programming (Bash, Python). • Containerisation and Container Orchestration (Docker, Kubernetes). • CI/CD Pipelines (Gitlab). • Virtualisation Technologies (KVM). • Network Administration (Static routing, BGP, IPSec, Wireguard, VLAN/VXLAN, IPv4, IPv6). • Documentation systems (XWiki, MediaWiki, Alfresco, SphinxDoc).