

## POSITION DESCRIPTION

### Position Details

<b>Position Title:</b>	Cloud Systems Administrator
<b>Reporting To:</b>	Systems Administrator Lead
<b>Unit / Group:</b>	Information Technology
<b>Direct Reports:</b>	N/A
<b>Salary Classification:</b>	Corporate Services, Level D2
<b>Date:</b>	October 2024

### Position Summary

The Cloud Systems Administrator (CSA) focuses on Cloud and on-premises IT infrastructure's development, administration, configuration, and operational tasks as well as uplift and maintain service systems and services application, aligning with RMIT ITS (Information Technology Services) strategy.

The CSA is responsible for the effective provisioning, installation, configuration, operation, and maintenance of cloud platform, server systems, hardware, software, and related enterprise infrastructure that provides critical support to the business operations. In addition, the role requires performing work outside the normal span of business hours for monitoring and critical tasks. It may also require visits to the on-premises data centres as needed.

The role will also assist IT Operations team and provide desktop support to staff and students as needed.

### Position Responsibilities and Accountabilities

#### Cloud Infrastructure Administration

- Manage creation and configuration of cloud resources based on approved plans and architecture diagrams to accommodate new application in reflection to best industry security standards and practises.
- Troubleshoot and maintain cloud hosted environments, virtual servers and services applications while liaising with development team and ITS infrastructure and platforms teams.
- Work with various IT teams to align with on-premises applications uplift project, to execute decommissioning of on-premises private cloud infrastructure and hardware. Planning and executing the migration of private cloud hosted applications to cloud platforms, ensure minimal disruption of business service.
- Collaborate with CISO (Chief Information Security Office) Team, update on-premises firewall rules when required, monitor cloud resource's security log, and maintain cloud resources and network level security rules.
- Actively monitor both public and private cloud platform and system vulnerabilities. Ensure it's in minimum number by rectifying them within CISO defined security SLA (Service Level Agreement) and provide a high quality of security patch management with upgrading cloud resources and

VM (Virtual Machines) servers, while following guidelines for communications and IT change management securing all our systems.

- Provide quality customer experience by creating and maintaining the cloud resources monitor plan and alert configuration, proactively discover potential threats or downtime to IT infrastructure, system services and applications.
- Manage and monitor VM (virtual machine) replication, access permissions, storage, and database backup. Ensure all replications and backup finishing successfully and on time. Actively test backup data availability and usability to ensure the business data Recovery Point Objectives are achieved when needed.

### **Support to the Systems Administrator Lead**

- Work alongside Systems Administrator Lead in coordinating with associated stakeholders to refine, update, and execute (lead when necessary) the disaster recovery process either scheduled or un-scheduled, to ensure business continuity by recovering IT infrastructure and functionality within agreed Recovery Time Objectives.
- Actively monitor costs of all infrastructure and related license subscription services and provide the best control practices for business costs.
- Execute or lead IT projects, ensuring timelines and appropriate quality processes are met within budget and schedules while also delivering high quality results.
- Collaborate and maintain a close relationship with vendors and other IT teams to ensure a mutual understanding of business needs and updates or changes to ITS enterprise systems, complex problems ensuring best practices and timely payments for invoicing.
- Keeping abreast of developments in IT, especially cloud related technology to provide innovative solutions to help organisation better achieving their goals.

### **Technical Support**

- Provide high-quality support for service requests and incidents to staff and students. Manage and monitor ServiceNow queue to maintain efficiency and productivity within the team for skill-based ticket allocation, ensuring a low number of active tickets.
- Provide support to stakeholders for different platforms, desktop and servers and an elevated level of hardware service availability, including datacenter visits.
- Maintain and manage asset records, technical documentation, and knowledge base. Provide training in new systems and infrastructure to relevant staffs to adapt the latest technology enhancements.

## **Organisational Responsibilities and Accountabilities**

- Act always in accordance with the RMIT Code of Conduct
- Work in accordance with RMIT UP's policies and procedures including following safe work practices for self and others.
- Proactively work towards achieving individual and team goals, whilst demonstrating RMIT's values and behaviours
- Actively engage in and embrace professional development opportunities.
- Undertake any reasonable tasks as directed.
- RMIT is committed to providing a safe environment for children and young people in our community. Read about our commitment and child safe practices.  
<https://www.rmit.edu.au/about/our-locations-and-facilities/facilities/safety-security/child-safety>

## Qualifications, Knowledge, Skills & Attributes

### Essential

- Microsoft Azure Fundamentals Certification (AZ-900)
- Relevant tertiary qualification in information technology and 5 years commercial experience in the IT field.
- Excellent knowledge and experience in implementing complete cloud environment (Azure), and working on the field of Authentication, Network, security (Firewall, Gateway, and Sentinel), storage, computation, and Database.
- Experience in Windows servers 2019 and 2022 and new system's deployment in both public and private cloud platform.
- Flexibility in working outside of normal business hours.
- Good interpersonal and communication skill
- Knowledge of Azure Active Directory and Azure Entra ID
- Knowledge of administrating public cloud platforms (preferable Azure)

### Desirable

- Microsoft Azure Administrator Certification (AZ-104).
- Experience in administering Linux system.
- Experience in administering container in production environment.
- Enthusiasm in continuous learning latest cloud technology to satisfy business needs and achieve the business goals.
- Experience in aligning production infrastructure with cloud provider's well-architecture guideline.
- Experience in planning or executing public cloud infrastructure/application Disaster Recovery Plan
- Working with Children Check.
- Experience with some or all following in production:
  - NGINX
  - Apache
  - Linux
  - Microsoft SQL Server 2019 and above
  - MySQL
  - DNS

## Working at RMIT University Pathways (RMIT UP)

RMIT UP is a company owned by RMIT University. We provide a range of education solutions to students, academics and professionals located in Melbourne and overseas.

Our vision is to be a successful provider of education solutions supporting the lifelong development goals of clients worldwide.

Our Values - Passion | Impact | Inclusion | Integrity | Courage | Imagination

## Acceptance of Position Description

This position description is current at date of approval. It may change from time to time to reflect operational needs and changes to organisational reporting relationships.

I have read, understood, and accept the responsibilities and accountabilities as outlined in this position description.

Incumbent signature: \_\_\_\_\_

Date: \_\_\_\_\_