

## JOB DESCRIPTION

BCGEU

1. Position No. 81702	2. Descriptive Working Title Cloud Administrator		3. Present Classification Systems Analyst V
4. Department Information Technology (IMT)	5. Branch/Section Corporate Services	6. Work Location Telework Eligible	Date December 2020; Revised April 2022
7. Position No. of Supervisor 80252	8. Descriptive Work Title of Supervisor Director, Technology Services		9. Classification of Supervisor Excluded Mgmt
10. Job Summary:			

Reporting to the Director, Technology Services, the Cloud Administrator is responsible for overseeing the use, planning, growth, and billing for cloud services which support and run the organization's corporate applications, platform technologies, and associated infrastructure. The position works closely with the managers and staff in Technology Services and works with the rest of the IMT department to ensure that cloud services run well and in a fiscally responsible manner. He/she/they provides standards, guidance, and direction in use of cloud, and ensures that the cloud environments adhere to the standards developed. The position also liaises with the IT Security team to ensure that security is core to cloud use.

11. Duties:	
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1. Produces and maintains standards and procedures for the use and adoption of cloud technologies and providers, including:
  - Establishing practices to ensure that service level expectations and/or agreement targets with respect to production workloads are continuously met, including but not limited to integrity, reliability, availability, scalability, performance, recoverability, and security.
  - Develops, maintains, and ensures compliance with procedures and standards relating to use, adoption, and decommissioning of cloud services.
  - Adheres to and enforces IT policies, procedures, and standards compliance encompassing but not limited to security, privacy, and change control.
  - Implements measures to ensure mission critical and business priority applications are protected through backup and disaster recovery to align with business-defined recovery time objectives (RTO's) and recovery point objectives (RPO's).
  - Develops automated processes for deployment of cloud resources.
  - Develops cloud policies, rules, and other enforcement mechanisms to ensure standards are followed.
2. Provides financial oversight of cloud services, including:
  - Review of billing to ensure spending is as expected; performs analyses to identify and explain any variances from anticipated costs.
  - Develops forecasts for all cloud services.
  - Controls costs by monitoring usage in real-time to ensure tracking against anticipated amounts and implements corrections to bring costs within allocated budget.
3. Monitors cloud service health and modifications to cloud services:
  - Uses automated tools to oversee service health; works with Service Desk, Infrastructure and Platform Services teams to ensure alerts and service impacts are handled in a timely manner.
  - Ensures that routine maintenance is being performed by operational teams (for example, patching and upgrades).
  - Monitors changes to cloud services and infrastructure, ensuring that changes have been appropriately logged and approved.
  - Provides operational and environmental reports to the Director, Technology Services, about cloud services and deployments.
4. Oversees transition services to the cloud, including:
  - Conducting regular reviews of applications and services not in the cloud environment, assessing each (and each service's components) for suitability for movement to cloud.

- Works with the IT planning team to ensure cloud roadmaps are relevant and suitable.
  - Works with Technology Services teams to move services and components to the cloud.
  - Develops a process for selecting cloud or non-cloud deployment for services and service components.
5. Provides expertise to Technology Services and IMT teams regarding cloud, cloud deployment, and cloud operations:
    - Assists with planning, particularly regarding adoption of services not previously deployed.
    - Assists with troubleshooting operational issues.
    - Assists with deployment of services.
  6. Assesses current practices in the cloud environment and industry trends for opportunities to improve services:
    - Scans the deployed services and look for efficiencies or improved ways of deploying or running.
    - Stays current with service offerings from current providers and work with the rest of IMT to increase awareness and adoption.
    - Stays current with the marketplace to see what services might be of value or improve value of existing services.
  7. Works with IMT management team to plan for cloud deployments and introduction of new cloud providers:
    - Works with the IMT managers to ensure teams are trained and oriented appropriately for cloud.
    - Work closely with the planning team to maintain awareness of future work and to create roadmaps for cloud usage.
    - Works with all IT directors, managers, and staff and with business leaders and groups to raise awareness of cloud benefits.
  8. Manages contractors by establishing and managing work priorities and standards, providing advice and consultation on the more complex and technical issues, managing project deliverables, and taking corrective action in resolving issues with project team performance as required.
  9. Assists in defining technical requirements for new and enhanced applications, systems, and services and liaises with IMT teams regarding development.
  10. Participates in defining parameters for third party service provider Service Level Agreements (SLA's). Provides monitoring over SLA performance indicators to ensure compliance requirements established under contractual agreements between the organization and third-party service providers are met.
  11. Ensures all relevant documentation pertaining to cloud is kept up to date and is available in electronic format.
  12. Participates on committees responsible for development, implementation, and support of new or enhanced applications and services, including middleware, database, computing, storage, and networking.
  13. Performs other related duties that do not affect the nature of the job, including participating on project task teams or assisting with special assignments.

**STAFFING CRITERIA**

1. Position No. 81702	2. Descriptive Working Title Cloud Administrator	3. Present Classification Systems Analyst V
4. Education, Training and Experience		

Diploma in Information Technology or a related discipline from a recognized post-secondary institution.

Considerable experience overseeing enterprise cloud environments (especially Microsoft Azure), including technical oversight and financial oversight; moving on-premise or co-located services and applications to a cloud provider; producing standards, procedures and processes for a cloud environment; scripting/programming in a variety of languages (such as PowerShell, bash, Python, Perl, and Ruby).

Considerable experience with the deployment and operations of mission critical enterprise applications, databases, middleware, and infrastructure in an enterprise cloud environment, including:

- Systems Monitoring
- Backup and Recovery
- Performance Monitoring and Tuning
- Fault Tolerance and High Availability
- Disaster Recovery
- Patching and Maintenance

Or an equivalent combination of education, training and experience acceptable to the employer.

5. Knowledge, Skills and Abilities		
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**Core Competencies:**

- Personal Effectiveness
- Communication
- Results Oriented
- Teamwork
- Service Oriented

Advanced skills in the use of Microsoft Office applications including Word, Excel, Access, PowerPoint, Project, and Visio.

Excellent written, verbal, and interpersonal communication skills and ability to work collaboratively with cross-functional groups to achieve common goals.

Ability to create and update technical, design and operational documents.

Ability to generate and articulate new ideas and adapt effectively to new technologies.

Ability to assess and enact process-oriented changes to improve IT operation effectiveness and efficiency.

Ability to analyze and solve complex IT problems.

Ability to plan, facilitate and coordinate the execution of complex sets of activities.

Ability to deal with confidential information using judgment and discretion.

Ability to provide guidance to various internal and external stakeholders, including contractors.

6. Occupational Certification		
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