

**Reference:** R210044

**Salary:** Grade 8 £33,797 - £40,322 per annum

**Contract Type:** Continuing

**Basis:** Full Time (36.5 hours per week)

**Closing Date:** 23:59 GMT on 23 February 2021

**Interview Date:** 11/12 March 2021

# Cloud Services Engineer (O365)

Candidate brief



# Job description

## **Job Purpose:**

The Cloud Service Engineer will manage the successful delivery and support of cloud-based services (Microsoft based) for the University. The role will ensure internal resources, third party suppliers and business stakeholders are aligned and operating to a common set of priorities and objectives in delivering a complex set of internal and third-party IT systems.

The Cloud Service Engineer will support all elements of cloud service, delivery and communications to internal and external support organisations. They will support the delivery of successful service, key software, and infrastructure management, as well as liaison with hardware suppliers. They will liaise directly with a number of senior stakeholders as required. They will proactively manage all issues and risks in order to deliver the services.

## ***Main Duties and Responsibilities***

- To support and deliver a high quality, customer oriented IT Service to all users within the University.
- To support the design, installation, and day to day running of Cloud Services across the University
- Report on the provision of Cloud Services at the University including monitoring availability and performance, undertaking reviews of supplier performance and reporting on the use of such solutions.
- Offer advice and guidance on all Cloud Services including developing proposals, bids and tenders, and in undertaking procurement of solutions.
- Work closely with the Infrastructure and Support teams within Digital Services
- Develop and maintain effective working relationships with suppliers and with colleagues across the sector
- Offer support towards the development and deployment of support materials to students, staff and colleagues.
- Work closely with academic and other colleagues across the University to help embed IT technologies to support activities in Colleges and Departments

## **Responsibility Summary**

To manage Cloud services (the following list is not exhaustive)

- Cloud Platforms
  - Office 365 (all services)
- Cloud Storage (Box)

## **Provision of Support:**

1. Providing effective support on a daily basis
2. Providing advice and help to academic staff in developing training materials and running training workshops.
3. Relating technical information and instructions for staff and students with respect to the use of these technologies and associated services;
4. Interpreting requirements of users in an appropriate and sensitive way (taking the variation of the users' levels of understanding and skills into account);
5. Responding to enquiries and providing updates that ensure tasks are undertaken efficiently and effectively with internal and external stakeholders;
6. Take responsibility for ensuring and monitoring University compliance of security and best practice within associated services.
7. Organising and attending meetings/office timetable, dissemination/publicity, workshops and seminars.
8. Plan, prioritise and organise daily tasks in conjunction with other activities which may arise in accordance with the Universities processes.

9. Show enthusiasm and positive working attitude when dealing with queries around the use of these and related technologies; to be an advocate for their use.
10. To work flexibly if required to make sure that the office is covered from 8am to 6pm and possibly including evening and weekend working.
11. Ensure all IT equipment, computer rooms and storerooms are kept secure, neat and tidy.
12. Keep-up-to-date on knowledge and new developments in related technologies.

#### Governance and Health & Safety

1. To ensure compliance with the University's Health & Safety policies and to provide safe working conditions for the Department.
2. To ensure compliance with all other University policies.

#### Training, Qualifications and Personal Development

1. To participate in the University staff My Development Review scheme.
2. Expected to participate in any relevant opportunities for training required to fulfil job role.
3. Keep current on IT trends, developments, innovations and equipment, used in cloud services, desktop operating systems, software, network operating systems & software, security & anti-virus software and network hardware.

#### General and Working Conditions

1. To participate in the overall management of Digital Services undertaking any task appropriate to the grade, as determined by the Management Team.
2. This job description is not exhaustive.
3. Incoming mail processing, distribution and filing where appropriate.
4. Use of Helpdesk System.

#### **Additional responsibilities**

- ▶ Engage in continuous personal and professional development in line with the demands of the role, including undertaking relevant training and development activities to develop themselves and support the development of others.
- ▶ Ensure and promote the personal health, safety and wellbeing of staff and students.
- ▶ Carry out duties in a way which promotes fairness in all matters and which engenders trust.
- ▶ Promote equality of opportunity and support diversity and inclusion as well as working to support the University's environmental sustainability agenda and practices.

## Person specification

	Essential	Method of assessment
<b>Education and qualifications</b>	Educated to degree level in a relevant discipline or substantial experience in related field in lieu of the above	Application form
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Extensive experience of</li> <li>• Supporting Office 365</li> <li>• Advice and help to service users</li> </ul>	Application form and interview

	Essential	Method of assessment
	<ul style="list-style-type: none"> <li>• Cloud based services (e.g. Azure and AWS)</li> <li>• Hypervisors (e.g. VMware)</li> <li>• Microsoft Windows and Linux Solutions</li> <li>• Developing proposals for new technologies</li> <li>• Microsoft Domain architecture</li> <li>• Storage technologies</li> <li>• Client technologies</li> <li>• Project Management</li> </ul>	
<b>Aptitude and skills</b>	<ul style="list-style-type: none"> <li>• Ability to work on own initiative or as part of a team.</li> <li>• Organised and be able to prioritise their workload appropriately.</li> <li>• Excellent communication skills, both verbally and in writing</li> <li>• Excellent customer focus.</li> </ul>	Application form and interview

	Desirable	Method of assessment
<b>Education and qualifications</b>	<ul style="list-style-type: none"> <li>• Office 365 training or certification</li> </ul>	Application form
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of</li> <li>• Service management (ITIL)</li> <li>• Monitoring and reporting tools</li> <li>• Preparing technical and user documentation</li> <li>• Mobile device software</li> <li>• Cross team working</li> <li>• Microsoft Dynamics environments</li> <li>• Microsoft Power Platform Tools</li> <li>• Knowledge of the HE sector</li> </ul>	Application form and interview
<b>Aptitude and Skills</b>	<ul style="list-style-type: none"> <li>• Ability to apply logic to solve complex problems</li> <li>• Open minded and willing to embrace alternative views</li> <li>• Will be required to move IT equipment with lifting on a regular basis</li> </ul>	Interview

# How to apply

You can apply for this role online via our website <https://www2.aston.ac.uk/staff-public/hr/jobs>. Applications should be submitted by 23.59pm on the advertised closing date. All applicants must complete an application form, along with your CV.

Any CV sent direct to the Recruitment Team and Recruiting Manager will not be accepted. If you require a manual application form then please contact the Recruitment Team via [jobs@aston.ac.uk](mailto:jobs@aston.ac.uk).

## Contact information

### Enquiries about the vacancy:

Name: Trevor Bayliss

Job Title: IT Technical Director

Email: [trevor.bayliss@aston.ac.uk](mailto:trevor.bayliss@aston.ac.uk)

### Enquiries about the application process, shortlisting or interviews:

Recruitment Team via [jobs@aston.ac.uk](mailto:jobs@aston.ac.uk) or 0121 204 4500.

## Additional Information

Visit our website <https://www2.aston.ac.uk/staff-public/hr> for full details of our salary scales and benefits Aston University staff enjoy

**Salary scales:** <https://www2.aston.ac.uk/staff-public/hr/payroll-and-pensions/salary-scales/index>

**Benefits:** <https://www2.aston.ac.uk/staff-public/hr/Benefits-and-Rewards/index>

**Working in Birmingham:** <https://www2.aston.ac.uk/birmingham>

**Employment of Ex-Offenders:** Under the Rehabilitation of Offenders Act 1974, a person with a criminal record is not required to disclose any spent convictions unless the positions they applying for is listed an exception under the act.

### Eligibility to work in the UK:

#### Post-Brexit transition period / EU Settlement Scheme

The post-Brexit transition period ended on 31 December 2020. If you are an EU/EEA citizen and you were a resident in the UK before 31 December 2020, you and your family members (including non-EU citizens need to apply to the EU Settlement Scheme to continue to live, work and study in the UK beyond 30 June 2021. The deadline for applying to the EU settlement scheme is 30 June 2021. You can apply via the Government webpage <https://www.gov.uk/settled-status-eu-citizens-families>

Irish Nationals do not need to apply for settlement as they retain the right to work in the UK.

## **New immigration system for EU/EEA and Swiss Nationals who were not resident in the UK before 31 December 2020**

A new immigration system has been introduced for people arriving in the UK from EEA countries with effect from 1 January 2021. In addition to those who have always required a visa, EU citizens moving to the UK to work will need to get a visa in advance. You can find more information on the following website. Candidates should check their eligibility to enter or remain in the UK in advance of making any job application via the UKVI website <https://www.gov.uk/browse/visas-immigration/work-visas>. Before applying you should ensure that you meet the requirements. If you do not meet the eligibility criteria, any application for a work visa would be unsuccessful.

If you require a visa to work in the UK the most common types of visa are:

### **Skilled Worker Visa**

<https://www.gov.uk/skilled-worker-visa>

### **Global Talent Visa**

If you are a leader or potential leader in one of the following fields you may be eligible to apply for a Global Talent Visa:

- Academia or Research
- Arts and Culture
- Digital Technology

Please click the following link for further information and to check your eligibility for this visa.

<https://www.gov.uk/global-talent>

**Equal Opportunities:** Aston University promotes equality and diversity in all aspects of its work. We aim to ensure, through our admissions policies for students, and our staff recruitment and selection processes that we encourage applications from all groups represented in the wider community at a local, national and international level.

The University will endeavour not to discriminate unfairly or illegally, directly or indirectly, against student or potential students, staff or potential staff. This commitment applies to all functions of the University and to any stage of an individual's career.

An Equal Opportunities Monitoring Form is included within the application form. Data you provide on the Equal Opportunities Monitoring Form will be included in a general database, for statistical monitoring purposes, enabling the University to monitor the effectiveness of its Policy, Codes of Practice and Guidelines on Equal Opportunities in Employment. Individuals will not be identified by name.

**Data Protection:** Your personal data will be processed in compliance with the Data Protection Act 2018 and the



General Data Protection Regulation ((EU) 2016/679) (“GDPR”). The University’s Data Protection Policy and Privacy Notices, including the Job Applicant Privacy Notice can be found at <https://www2.aston.ac.uk/data-protection>. Your application will only be used to inform the selection process, unless you are successful, in which case it will form the basis of your personal record with the University which will be stored in manual and/or electronic files. Information in statistical form on present and former employees is given to appropriate outside bodies.

Full details of our terms and conditions of service and associated policies and procedures are available online at <https://www2.aston.ac.uk/staff-public/hr/policies>



