



## JOB DESCRIPTION

**Role / Title:** Senior Cloud Services Engineer

**Reports to:** Cloud Services Manager

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### Main Purpose of the Job

Working effectively as part of the RBO Technology Operations Team, you will report to the Cloud Services Manager. You will act as a senior technologist providing deep insight into AWS Cloud technologies and infrastructure services.

You will use your experience to design, build, maintain and monitor both the infrastructure and enterprise applications across the organisation with a focus towards best practice and automation technologies.

### Key Responsibilities

- Develop, implement, and maintain the cloud-based infrastructure (AWS) and application software, including producing technical requirements, and developing code and documentation.
- Develop Automation and seek efficiencies across RBO Infrastructure services.
- Monitor the implementation of CICD/ETL/API Pipelines via iPaas and Git technology tools (Snap logic/Bitbucket) empowering your fellow engineers/developers and encouraging them to document their code in a centralized repository.
- Develop and Maintain IAM and Route53 services ensuring a pragmatic approach is taken to security group design and implementation.
- Ensure Infrastructure and Data security policies and best practices are implemented and maintained to RBO supply chain security requirements for self-hosted SAAS, hosted SAAS and non-SAAS products using Restful API's reviewing and working closely with the cyber security team to address any risks or concerns.
- #Help to coach a team of junior engineers
- Work with Cloud Services Manager in planning cloud infrastructure upgrades and application upgrades.
- Support the RBO business operations where required, acting as an escalation point for any Critical or Major Incidents for cloud infrastructure and enterprise applications, leading and responding to Business Stakeholders until resolution.

## Job Requirements (Detailed)

The role demands proficiency in several skills, each categorised into four ascending levels: Awareness, Working, Proficient, and Expert. Here are the primary skills and their corresponding levels for this role:

Skills needed for this role level:

- **Architecture Design & Strategy: (Level: Practitioner):** Develop and implement robust, scalable, and high-availability architectural designs for AWS and Nutanix environments, focusing on services like Route 53, EC2, and integrating infrastructure automation through Terraform and Ansible.
- **Infrastructure Automation: (Level: Practitioner):** Design and manage infrastructure as code (IaC) using Terraform and Ansible, ensuring efficient provisioning, configuration, and management of AWS resources.
- **DNS Management: (Level: Practitioner):** Lead the management and optimization of AWS Route 53 for DNS resolution, including routing policies, health checks, and domain registration.
- **System Scaling & Optimization: (Level: Practitioner):** Design and implement scalable systems on AWS EC2 and S3, including load balancing, auto-scaling, and performance tuning.
- **Security & Compliance: (Level: Practitioner):** Ensure all AWS deployments comply with industry-standard security protocols and company policies. Implement and manage security groups, IAM roles, and policies.
- **Disaster Recovery & Backup: (Level: Practitioner):** Develop and maintain disaster recovery strategies for AWS environments, ensuring data integrity and availability.
- **Team Mentoring: (Level: Practitioner):** Mentor other AWS Cloud Engineers, promoting best practices in AWS cloud management, infrastructure automation, and continuous integration/continuous deployment (CI/CD) workflows.
- **IPAAS: (Level: Practitioner):** Develop and maintain code in a modern iPaaS tool for cross-functional API to API integrations.
- **Stakeholder Collaboration: (Level: Practitioner):** Collaborate with other technology team members, including software development engineers, cyber security analysts, and digital developers, to ensure cohesive and effective cloud solutions.
- **Cost Optimisation: (Level: Practitioner):** Monitor, analyse, and optimize AWS costs and usage, implementing cost-saving measures without compromising on performance or reliability.
- **Continuous Improvement: (Level: Practitioner):** Stay up to date with the latest AWS features, services, and best practices. Encourage continuous learning and improvement within the team.
- **Asset and Configuration Management (Level: Practitioner):** Capable of managing configuration items, related information, service compliance, and risks in a CMDB system.
- **Availability and Capacity Management (Level: Practitioner):** Skilled in implementing standards and procedures, identifying capacity issues, instigating changes, and initiating remedial actions.

- **Change Management (Level: Practitioner):** Proficient in handling high-impact, complex change requests, and ensuring adherence to release policies, procedures, and processes.
- **Ownership and Initiative (Level: Practitioner):** Taking accountability for issues, proactively searching for potential problems, and achieving excellent user outcomes.
- **Problem Management (Level: Practitioner):** Ensuring the right actions are taken to investigate, resolve, and anticipate problems, coordinating with other team members for problem resolution and preventive measures.
- **Service Focus (Level: Practitioner):** Seeing the bigger picture by analysing groups of services and optimizing underlying services.
- **Technical Specialism (Level: Expert):** Understanding future technology directions, delivering models to support and maintain future technologies and existing databases.
- **Technical Understanding (Level: Practitioner):** Demonstrating a thorough understanding of technical concepts and their place in the wider technical landscape with a good track record of Design, Deployment and Administration.
- **Testing (Level: Expert):** Managing testing activities within the development or integration processes, managing risks, taking preventative action, and handling customer relations.
- **Communicating Between Technical and Non-Technical (Level: Expert):** Mediating between stakeholders, managing expectations, and representing the community of engineers.

### **Desirable Skills**

- Degree level educated in computer science, engineering, or related field.
- Experience in cloud computing environments, particularly AWS.
- Any experience related to hyper-converged solutions such as Nutanix.
- Familiarity with tools such as Rubrik (Backup) and Snap logic (iPaas)
- Strong hands-on experience with AWS services, especially EC2, Route 53, S3, and IAM.
- Proficient in infrastructure as code (IaC) tools, particularly Terraform and Ansible.
- Solid understanding of networking, DNS, and IP routing protocols.
- Experience with containerisation and orchestration technologies desired (e.g., Docker, Kubernetes).
- Familiarity with CI/CD pipelines and ITSM tools (e.g., Bitbucket Pipelines, Jira).
- Excellent communication and collaboration abilities.
- Relevant AWS certifications (e.g., AWS Certified Solutions Architect – Professional, AWS Certified DevOps Engineer – Professional) are highly desirable.

*This Job Description reflects the current situation. It does not preclude change or development that might be required in the future.*

