



Job Description

Job title:	Cloud Solutions Developer
Department/School:	Computing Services
Grade:	7
Location:	University of Bath

Job purpose

The Cloud Solutions Developer will be part of a highly skilled team responsible for the delivering flexible cloud solutions to support University's varied research portfolio.

The post-holder will be part of the Advancing Research Computing (ARC) team and will work closely with colleagues across the University on the support expert users in research and learning environments. They will apply in-depth expertise to work with the research community in designing novel, sustainable and compliant cloud-based solutions, to resolve complex problems, generate innovative ideas and will help to enhance the delivery of digital research.

By providing technical training, support and by promoting the adoption of best practices they will contribute to developing the knowledge and skills of an active and growing research community.

Source and nature of management provided

Advancing Research Computing Manager

Staff management responsibility

None.

Special conditions

Standard University business hours are 9.00 am – 5.20 pm Monday to Thursday and 9.00 am – 5.10 pm Friday. From time to time you will be required to work outside these hours, for example to manage maintenance during less disruptive periods such as a 7.00 am start on Tuesdays for the 'at-risk' period.

The University operates an "out-of-hours" system to ensure service continuity. The post-holder will be required to join the out-of-hours list and asked to undertake occasional duties outside of standard University hours including evenings or weekends.

The post-holder will ensure full compliance with all Data Protection laws and any relevant University policies and guidelines.

Main duties and responsibilities**1 Systems Development and Administration**

- Methodically investigate, analyse and review current systems and processes. Ensure monitoring of quality and performance of systems, in relation to their contribution to desired service levels. Ensure system security and system sustainability and documentation in accordance with agreed standards and procedures.
- Ensure systems change management is carried out in accordance with agreed standards and procedures. Create and manage test and development environments to allow improvements to be made with minimum impact on services.
- Design, build, test, automate and document the deployment and development of cloud-based solutions, using agreed standards and tools, to achieve well-engineered solutions, especially when linking together existing systems or providing novel interfaces to existing data.
- Liaise with an active academic community and help facilitate their requirements through technical knowledge transfer and effective support. Analyse their needs and provide appropriate technical advice, training, hands-on assistance or specialist support where required.

2 Service Management

- Provide advice and assistance associated with the planning, design and improvement of service and component availability, including the investigation of all breaches of available targets with the instigation of remedial activities following agreed change standards and procedures.
- Employ through-life planning models to ensure information systems continuously meet business needs. Advise stakeholders of supplier product developments and upgrades, advising on implementation. Manage the demise of services that no longer meet requirements.
- Develop implementation plans for dealing with complex requests for change, evaluate risks to integrity of infrastructure, review the effectiveness of change implementation, and suggest improvements to departmental procedures governing change management.

3 Technical Specialisms

- Provide and maintain stable cloud-based solutions and ensure compliance with guidelines and governance, and maximum availability and operation of the services.
- Provide pro-active technical support to an active community. Assisting users with utilising the resources, scripting, debugging, optimising, and advising on best practices.
- Establish and safeguard agreed cloud governance. Automate monitoring and alerting of utilisation, security and compliance of all cloud-based environments to assure adherence.
- Propose and develop innovative solutions to enrich the end-user experience and to enhance delivery of cloud-based solutions.

4	<p>Additional Duties and Responsibilities</p> <ul style="list-style-type: none"> • Support outreach activities to enable exploitation of the cloud-based services. • Represent the University's interests, linking with regional and national bodies, working with Special Interests Group, assisting with presentations at conferences etc. • Monitor the market to gain knowledge and understanding of emerging technologies, assess their relevance, identify gaps and potential value to the University. Collaborate with colleagues and service leads to ensure cloud solutions align with roadmaps and strategy. Impart your knowledge to others via briefings and reports. • Take responsibility for the definition, documentation and satisfactory completion of medium-scale projects identifying, accessing and managing risks to the success of the project. Ensure that realistic project and quality plans are prepared and maintained and provide regular and accurate reports to stakeholders as appropriate.
<p>In addition to University provided training and development, you will undertake sufficient personal and professional development as required, ensuring skills and knowledge are up to date so that the role is performed to the required level.</p> <p>You will from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager.</p> <p>Some occasional travelling may be required, for example to workshops or conferences.</p>	

Person Specification

Criteria: Qualifications and Training	Essential	Desirable
Educated to degree level or equivalent qualification or experience in a related field	✓	
Professional project management qualification, e.g. Agile foundation or equivalent		✓
ITIL (Version 3 or later) Foundation Level Qualification (or with training have achieved this qualification within their probation period)	✓	

Criteria: Experience/Knowledge	Essential	Desirable
Experience of IT project management and more generally change management within a large organisation	✓	
Detailed knowledge and experience of administering Linux servers and a working knowledge of Windows operating system	✓	
Knowledge and experience in using one or more scripting languages such as perl, python, awk, bash, power shell	✓	
Demonstratable experience of designing, building and maintaining bespoke IT solutions, e.g. virtual machines, web services, REST APIs	✓	
Expertise of designing, building, maintaining and documenting of cloud-based solutions; to include virtual machines, policies, security, encryption, storage, backup, archiving and disaster recovery	✓	
Experience of 3rd-tier support process, particularly resolving system and service problems, including classification and prioritisation, documentation of root causes and implementation of remedies to prevent future incidents	✓	
A sound understanding of the UK HE context		✓

Criteria: Skills and Aptitudes	Essential	Desirable
Excellent oral, interpersonal and written communication skills	✓	
Proven ability to develop and maintain professional working relationships and collaborations with academics and researchers	✓	
Technical competence and proven troubleshooting skills	✓	
Ability to organise and prioritise own workload to meet required deadlines	✓	
Ability to learn / adapt to new technologies and concepts	✓	
Proven project management skills	✓	
Flexibility and adaptability and an ability to cope with a busy workload	✓	
Innovation and developing creative solutions	✓	
Enthusiasm and self-motivation	✓	
Ability to be an effective team worker	✓	

Effective Behaviours Framework

The University has identified a set of effective behaviours which we value and have found to be consistent with high performance across the organisation. Part of the selection process for this post will be to assess whether candidates have demonstrably exhibited these behaviours previously.

Managing self and personal skills:

Willing and able to assess and apply own skills, abilities and experience. Being aware of own behaviour and how it impacts on others.

Delivering excellent service:

Providing the best quality service to all students and staff and to external customers e.g. clients, suppliers. Building genuine and open long-term relationships in order to drive up service standards.

Finding innovative solutions:

Taking a holistic view and working enthusiastically and with creativity to analyse problems and develop innovative and workable solutions. Identifying opportunities for innovation.

Embracing change:

Adjusting to unfamiliar situations, demands and changing roles. Seeing change as an opportunity and being receptive to new ideas.

Using resources:

Making effective use of available resources including people, information, networks and budgets. Being aware of the financial and commercial aspects of the University.

Engaging with the big picture:

Seeing the work that you do in the context of the bigger picture e.g. in the context of what the University/other departments are striving to achieve and taking a long-term view. Communicating vision clearly and enthusiastically to inspire and motivate others.

Developing self and others:

Showing commitment to own development and supporting and encouraging others to develop their knowledge, skills and behaviours to enable them to reach their full potential for the wider benefit of the University.

Working with people:

Working co-operatively with others in order to achieve objectives. Demonstrating a commitment to diversity and applying a wider range of interpersonal skills.

Achieving results:

Planning and organising workloads to ensure that deadlines are met within resource constraints. Consistently meeting objectives and success criteria.