Position Description

Position title:	Cloud Solutions Engineer
Entity:	Austroads
Group:	Data and Technology
Job Type:	Full-time (1.0 FTE)
Location:	Austroads Sydney Office
Reports to:	Head of IT Operations
Responsible GM:	Chief Data and Technology Officer
Direct reports:	N/A

Organisational Context

Austroads is the association of Australian and New Zealand transport agencies.

We provide authoritative, practical and impartial advice, information, tools and services to help our members to deliver safe, efficient and reliable mobility to their customers.

We also deliver value to a range of other key stakeholders across government, industry and communities, where there is a demonstrated societal benefit to do so.

Austroads comprises several business activities, including the core Austroads work program, the National Exchange of Vehicle and Driver Information System (NEVDIS), and Transport Certification Australia (TCA).

Our teams are located across Australia and New Zealand. We work in an integrated and collaborative way, along with external consultancies and other partners, to ensure our products and services are delivered successfully and maximise value.

Austroads promotes a culture of professionalism, innovation, and integrity, with a commitment to accountability, quality, and excellence in the delivery of all of our programs and services. Austroads values continuous improvement, and all staff are expected to engage in their work in a spirit of curiosity, collaboration, and proactivity.

We recognise the unique skills and abilities of each individual, who come from a wide range of disciplines and backgrounds. We support our people through ongoing development and learning opportunities and create a supportive team environment for all our staff. We strive to be an employer of choice.

Austroads takes inclusion and diversity seriously. We embrace difference and diversity of identity, experience and thought, and actively strive for inclusive behaviours across our company and our work.

The Role

Team Purpose

The Data and Technology team focuses on harnessing the power of data and technology to support our member organisations to deliver an improved outcomes for roads and transport users.

Our mission is to enable data-driven decision-making, enhance operational efficiency, and create value for our stakeholders. We do this through the proactive development and implementation of contemporary Data and Technology standards and systems.

Here are some key points that encapsulate our purpose:

1. We treat data as a valuable corporate asset. Our team aims to deliver its completeness, quality, security, and accessibility, allowing us to derive meaningful insights and drive informed actions.
2. We leverage state-of-the-art technologies; and we use the best systems for the task. Our goal is to empower our organisation with scalable, reliable, and agile solutions.
3. We collaborate closely with business units, ensuring alignment between data/technology strategies and organisational goals. By bridging the gap between technology and business, we drive holistic transformation.
4. Our group serves as an innovation hub, constantly exploring emerging trends and experimenting with novel solutions. We foster a culture of curiosity, experimentation, and continuous learning.

Our Data and Technology team is not just about bits and bytes; it's about unlocking the full potential of data/technology to propel our organisation forward.

Position Purpose

Reporting to the Head of IT Operations, the Cloud Solutions Engineer plays a crucial role in ensuring the smooth operation of Austroads technology framework, particularly the design and delivery of cloud services, integrations, and corporate security initiatives underpinning multiple projects in support of Austroads' high-profile data products serving our member organisations.

Major Responsibilities/Accountabilities

The role is responsible for:

- Delivering value to Austroads through solutions built on a mature, structured frameworks, keeping security and business objectives front of mind.
- Collaborating with internal and external teams to deliver initiatives aimed at improving Austroads security posture.
- Identifying, presenting, planning, and delivering opportunities in the cloud infrastructure space.
- Responsibly supporting integrations between Austroads platforms.
- Developing and maintaining documentation for deployed solutions, integrations, and administered systems.
- Driving maturity in data and process handling with internal and external stakeholders.
- Implementing modern agile development operations practices whilst fostering a culture of continuous improvement.
- Developing and maintaining partnerships across operations, security, data, and applications teams to ensure seamless cloud operations.
- Following cloud governance frameworks and standards, best practices, and procedures.
- Developing and forecasting long-term platform strategies aligned with Austroads strategic goals.
- Contributing to continuous improvement, identifying ways to enhance value for our members and the public.

- Maintaining and adherence to Quality Systems processes and procedures associated with the role.
- Ad-hoc project support where required. This may occasionally include work scheduled and conducted out-of-hours.
- Ad-hoc escalation support where required. This may require the occasional requirement to respond and work outside of usual office hours.
- Other duties as directed.

Key stakeholder interfaces

Internal

- Head of IT Operations.
- Head of Information Security.
- Chief Data & Technology Officer.
- Austroads staff.

External

- Austroads approved vendors and suppliers.

The Person

Qualifications, knowledge, and experience

The Cloud Solutions Engineer will possess:

- Experience as a technical expert deploying and administering cloud platforms.
- High level experience building integrations between platforms and deploying automation initiatives.
- Experience with Python, APIS, data integration, MS Power platform, or equivalent technologies.
- Demonstrated experience working with security technologies and maintaining security operations environments (IdP's, SIEM, SSO, ZTNA, DLP, EDR, etc.).
- A delivery mindset focussed on identifying and building out solutions with a high degree of expertise in technical delivery, stakeholder engagement, risk adversity, commercial understanding, and project management principles.
- Experience partnering with internal stakeholders across multiple sites to achieve business outcomes and optimise end user experience.

Personal qualities

The incumbent will need to present a professional image and build strong relationships across the enterprise. Specifically, the role requires:

- Highly developed analytical and problem-solving skills, including strong conceptual skills, the ability to apply sound judgement to complex challenges.
- The ability to determine work priorities and complete concurrent tasks and projects to a high standard within strict deadlines.
- Highly developed written and oral communication skills, interpersonal skills, including the ability to consult, liaise and influence, the ability to build working relationships across various organisations.
- A service-focused approach.
- Strong networking and teamworking skills.
- Strong attention to detail.
- Commitment to ongoing professional development and learning.
- Professional ethics and integrity.

- Comfort working in an environment which is constantly evolving.

Capability Profile

Flexibility and Adaptability	Adjusts approach in line with changing priorities. Is open to acquiring and developing skills and knowledge, adapts to new ways of working or organise work to deliver results.	Advanced
Critical Thinking and Problem Solving	Objectively analyses and evaluates available data, points of view, needs of stakeholders and potential solutions before recommending relevant actions or decisions.	Advanced
Makes Insightful Decisions	Makes considered, ethical and courageous decisions based on insight into the broader context.	Intermediate
Project/Work Delivery and Management	Defines work activities required to deliver against outcomes intended, in line with agreed timeframes, resources, and ways of working. Understands and applies effective project planning, coordination, and control methods.	Intermediate
Digital and Technological Proficiency	Integrates digital and technological developments in the design and delivery of relevant policies, programs, and services.	Intermediate
Stakeholder Management	Identifies stakeholders impacted by decisions. Takes steps to keep interested parties engaged while managing expectations on outcomes.	Intermediate
Business Continuity	Is committed to creating a valuable service for customers which therefore ensures the continuation of Austroads/TCA.	Advanced
Working Collaboratively	Collaborates with others, demonstrating an understanding of their value to the organisation.	Intermediate
Develop Talent	Improves knowledge, skills, and ability of others to deliver against performance expectations and outcomes.	Foundation