

## Position Description

<b>Job title:</b>	Cloud Systems Administrator
<b>Department:</b>	IT
<b>Work type:</b>	Fulltime
<b>Reports to:</b>	Chief Technology Officer

### About the organisation

au Domain Administration Limited (auDA) is Australia's Country Code Top Level Domain (ccTLD) administrator and self-regulatory policy body, which oversees the operation and management framework of the .au domain of the Internet.

auDA is a community-based not-for-profit public company limited by guarantee. It is endorsed by the Australian Government and has an agreement with the global Internet Corporation for Assigned Names and Numbers (ICANN) to manage the .au ccTLD. Its job is to provide a safe, secure and reliable namespace for more than 20 million Australian Internet users.

### Role Purpose

This Cloud Systems Administrator role is responsible for day-to-day management and maintenance of our the auDA hosted network and server infrastructure, ensuring stability of hosted environments. This will include build, design, deployment and maintenance of all infrastructure across cloud / hosted (Amazon AWS, Azure etc) environments, the management and migration of existing on-prem environments, upgrades and patching, network and server infrastructure troubleshooting, back up and restoration testing and procedures.

The role should also assist in ensuring the stable, secure and reliable operation of the .au domain space.

The role will actively contribute to the ongoing development of an organisational culture that embodies auDA's values and promotes a positive and safe environment for staff.



## About the role

### Core Areas:

- Install, configure and implement software upgrades, patches and hot fixes.
- Management and continuous development of Infrastructure as Code (IaC) files.
- Provide input on ways to improve the stability, security, efficiency, and scalability of the environment.
- Monitor performance and maintain systems according to requirements.
- Troubleshoot issues and outages.
- Develop expertise to train staff on new technologies.
- Maintain and develop internal technical documentation, manuals and IT policies.

### Key responsibilities:

- Install, configure, deploy systems using Infrastructure as Code (IaC), and Continuous Integration (CI) and Continuous Delivery (CD) methodology.
- Document processes and procedures (run books) in order to improve and enhance the current environment, with a focus on applying and deploying automation where possible.
- Develop systems to meet auDA ISO 27001 Information Security Management System (ISMS) requirements (Center for Internet Security (CIS), Australian Signals Directorate (ASD) Essential 8).
- Incident detection, response and remediation of systems (Log Analysis).
- Monitoring and alerting of system performance and service resource utilisation.
- Perform regular backup operations and implement appropriate processes for data protection, disaster recovery, and failover procedures.
- Assist, develop and review disaster recovery and business continuity plans that meet organisational goals.
- Assist, design and deploy environments for business continuity testing exercises with both internal and external stakeholders.

## Skills and Experience

### Key selection criteria

- Associate or bachelor's degree in Computer Science, Information Technology, System Administration, a closely related field or appropriate commercial experience.
- Minimum 5 years' experience as a Linux System Administrator.
- Minimum 5 years' experience in managing cloud infrastructure (e.g. Amazon AWS and Microsoft Azure).
- Proven experience with IaC tools, version control and orchestrating systems (Terraform, Ansible, Git).
- Experience with PostgreSQL and SQL databases.
- Scripting / Programming - Experience with automation scripting / programming languages to support network service and best practices (i.e. PowerShell, Python, Bash etc.).



- Training and Certifications in related disciplines highly regarded (VMWare, AWS, Red Hat Certified Engineer, Linux Foundation Certified Engineer).
- Information Technology Infrastructure Library (ITIL) – Sound knowledge of ITIL practices. ITIL certification would be an advantage.
- Troubleshooting – Excellent fault diagnosis and problem-solving skills.
- Communication – Effective written and verbal communication skills – ability to write concisely for documentation, project specifications and business cases
- Strong organisational skills allied to good time management and high attention to detail.
- Ability to manage and motivate self, work with minimal direction and to exercise initiative and discretionary judgement.
- Self-starter and able to operate autonomously, but also able to be a successful team player.
- High attention to detail.

## Important Information

Must be able to obtain Australian Government Security clearance of Negative Vetting 1 (NVI) or higher.

National Police Check, Right to Work and National Personal Insolvency Information Check will be conducted as part of the selection process.

In the context of OHS policies, procedures, training and instruction, as detailed in Section 25 of the *Occupational Health and Safety Act 2004*, employees are responsible for ensuring they:

- Follow reasonable instruction.
- Cooperate with their employer.
- At all times, take reasonable care for the safety of others in the workplace.

## Supporting our employees balance their work and life commitments

All roles at auDA can be worked flexibly, this underpins a diverse, adaptive and high-performing workforce. The nature and scope of flexible options available will depend on the nature of the position. Applicants are encouraged to discuss flexible arrangements with the hiring manager during the recruitment process.

## Last Updated

29 July 2021