

Cloud Administrator

Department	Technology
Position Summary	<p>Reporting to the Director of Technology, the Cloud Administrator is the key systems administrator for managing the APEGS multi-cloud environment, which includes Azure, VDI, XaaS and other hosted cloud environments. This position provides subject matter expertise on various cloud services while building strong working relationships with end users (employees) and vendors to support the APEGS' Technology Department in providing high-quality solutions and timely support. While playing the lead role in the areas of infrastructure operations, data architecture, blob storage, and containerized applications, the position also supports the transformation project teams to identify technical requirements for the cloud platforms and assists with translating the business requirements and leads the service design and implementation of application and data services as required.</p> <p>This position is accountable for the development, integration, management, security, and maintenance of all server technologies within the APEGS IT infrastructure. The role participates in the design, build, and operate phases, providing input into the future direction of server technologies and management, analyzing problems, and driving solutions during testing and post-implementation.</p>

Key Accountabilities

- Work closely with application owners and business functions to gather and understand business and functional requirements using agile ways-of-working as well as CI/CD and DevOps processes.
- Perform product evaluations, analyze licensing options, plan implementation architecture.
- Support application teams for sizing, performance benchmarking, and cost efficiency.
- Be an active member of the technology business transformation team, direct solutions delivery/migration projects, and contribute to project plans as needed.
- Assess and formulate recommendations on the lifecycle of technologies.
- Provide training and support to the internal IT team as well as to end users as appropriate.
- Collaborate extensively with internal teams, external service providers, and vendor partners to design and deliver high-quality solutions.
- Build partnerships and liaise with stakeholders to determine service requirements, the criteria for the delivery of those services, and to develop agreed-to solutions.
- Administer cloud tenancies admin consoles; configure hybrid cloud automation, integrations, and single sign-on infrastructure.
- Define security controls and ensure compliance for cloud services, servers, and networks.
- Administer, monitor, and address issues that arise with existing development, testing, staging, and production systems setup, to ensure that availability, performance stability and reliability expectations are met.
- Perform troubleshooting, incident response, system maintenance, testing and deployment of ongoing patches, hot-fixes, upgrades, and security configurations.
- Update and maintain documentation of server/network topology and system configurations.

- Understand existing application workloads to support migrations to new cloud, serverless technologies, and automation.
- Conduct periodic reviews of OS and Tools Currency, Server Hardening, standards and procedures.
- Assist in promoting a culture of continuous improvement and contribute to continuous operations process improvements by taking ownership of deliverables.

Qualifications:

- Undergraduate degree in Computer Science, Computer Software Development, or an equivalent combination of post-secondary education and experience.
- Hands-on experience working in production server environments for administration, backup, cloud storage and network protocols.
- Experience working in direct consultation with end-users and vendors to understand business issues, identify practical solutions, and manage expectations through clear communication.
- 5+ years of hands-on technical working experience with:
 - Administration of Microsoft Active Directory, DNS, SFTP, edge computing cloud services
 - Implementing solutions using IaaS, PaaS, and SaaS in multi-cloud environments
 - Traditional software platforms based on Windows, .NET (C#) and SQL
 - Server administration running web services using Apache, mysql, php
 - Linux/Unix operating systems and open source tools
 - Scripting languages, such as Powershell on Windows or Python on Linux
 - MFA, SSO and identity management standards like SAML, OIDC and OAuth
 - Windows 2019/2022 Server, IIS, MS SQL, VMware, Citrix, Microsoft Azure/VDI/M365/Intune/SharePoint, Hybrid Cloud Identity (Microsoft EntraID)
 - Administration of systems integration patterns (REST, SOAP APIs etc.) across multi-cloud environments
- Proven experience working on successful information systems project teams, with project management training and applied skills considered an asset.
- Excellent written and verbal communication skills.
- Strong troubleshooting, problem solving, and analytical skills.
- Demonstrated ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Ability to effectively participate in multiple major projects or project roles and lead a variety of project team activities/tasks in accordance with enterprise-wide and project priorities.
- Ability to perform objective analysis and re-engineering of business processes to maximize quality service and cost-effectiveness.