



Job Title: **Cloud Service Engineer**

Department: **Cloud Services**

Reports to: **Cloud Services Team Lead**

Scientia, the global market leader in timetabling and resource scheduling software solutions for Higher Education, Government and Private sectors, is extending its team of Cloud Services.

With close to 500 customers in over 34 countries and 6 continents, we are proud to list many of the best universities in the world amongst our customers.

Main Duties:

Working within the Cloud Services team to deliver and further improve the process of delivering cloud services, to new and existing Scientia customers globally. Undertaking assignments both on site and remotely for activities such as:

- Client installations and upgrades of core infrastructure
- Undertaking technical training for internal and external IT staff
- Gathering technical requirements and writing specifications for solutions
- Assistance with User Acceptance Testing
- Configuration of cloud software
- Specification and implementation of data transfer tools between customer servers and the cloud
- Delivering tasks and projects within specified time, cost and quality constraints
- Support or provide a service for data rollover for customers
- Carrying out performance tests with customer systems and data in order to determine the cause and appropriate solutions for reported issues
- Providing 3rd line support for customer issues reported via the Helpdesk that require assistance
- Provide excellent customer service at all times
- Monitoring and maintenance of Cloud services and customer implementations in Azure and AWS
- Continual re-evaluation and improvement of Cloud software, which includes but is not limited to:
 - Reducing costs
 - Maximising efficiency
 - Improving monitoring and automation
- Trial and evaluate new releases/versions of cloud software providing feedback to the Product Manager and Development Team
- Evangelising Cloud Services best practices within EMEA and APAC

Other Duties:

Liaising with colleagues within other departments to provide a comprehensive service to customers as well as working closely with other members of the Development, Consulting and Support teams. A pro-active and professional attitude towards customer communications is essential as well as keeping the producing project status reports

An accurate record of time spent on project tasks is expected to be kept by the Cloud Service Engineer in order that efficient billing for work completed can be done and project progress monitored by the Project Coordinator.

Undertake any other duties commensurate with the status of the role as directed by the Cloud Services Team Lead

Qualifications and Experience:

Criteria	Essential	Desirable	Assessed via Application / Interview
Qualifications / Professional Skills	Degree or equivalent experience in relevant subject		A
	Microsoft Cloud Platform Competency including valid certification. <ul style="list-style-type: none"> • AZ-203: Developing Solutions for Microsoft Azure • AZ-102: Microsoft Azure Administrator • AZ-302: Microsoft Azure Solutions Architect • AZ-100: Microsoft Azure Infrastructure and Deployment • Exam AZ-101: Microsoft Azure Integration and Security • AZ-300: Microsoft Azure Architect Technologies • Exam AZ-301: Microsoft Azure Architect Design 		A
	Able to set up customer environments according to hardware specifications and optimise for improved performance	Can write project plans to support the upgrade process for customers from a technical perspective	A/I
	Able to develop test plans and technical specification documents for customers and internal project monitoring	Able to interpret customer requirements to write a specification for technical work packages.	A/I
	Competent/experienced in at least one of the following: <ul style="list-style-type: none"> • C# • PowerShell • MS Azure • HTML • DNS • IP4/6 • Firewalling • Windows • AWS 	Competent/experienced in four of the following: <ul style="list-style-type: none"> • C# • PowerShell • MS Azure • HTML • DNS • IP4/6 • Firewalling • Windows • AWS 	A/I

	Able to deliver remote training		A/I
		Working knowledge of Scientia applications	A/I
Experience	Experience of prioritising workload with competing project tasks.	Experienced at leading components of project delivery	A/I
		Experience in a client facing role	A/I
Personal Skills	Self-Motivated	Able to motivate project team members	A/I
	Effective time management and organisation skills		A/I
		Willing and able to travel to client sites to support APAC clients on occasion if necessary. Willing and able to travel to all clients within the EMEAA region.	I
	Positive attitude to learning new skills and passing knowledge on to other team members		A/I
	Able to travel or work over the weekend on occasion, should the project require it.		I
Other			
	Valid Passport		A