

POSITION DESCRIPTION

Job Title:	Cloud Infrastructure and DevOps Engineer
Department:	Development
Reports to:	Head of Technology
Total Number of Reports:	Nil
	Full time Position

PRIMARY PURPOSE OF THE POSITION

- The primary purpose of this role to support, maintain and enhance Tactiv’s Cloud Infrastructure with a strong emphasis on security.

KEY RESPONSIBILITIES

- Server Patch Compliance management
 - Creating and Maintaining Patch baselines for Tactiv’s server infrastructure
 - Patch Compliance reporting for Tactiv server infrastructure in accordance with Tactiv’s Patch Management Processes.
 - Executing and remediating patch management task (EC2, RDS, etc) that aligns to Tactiv’s Patch management processes
 - Maintaining Patch compliance for Enquire ‘on-prem’ installations which includes reporting
- AWS account creation and management
 - Creating and maintain cloud formation templates for the Tactiv’s product offerings
 - Account creation and maintenance
 - AWS infrastructure service management
 - AWS Cost monitoring
- Server and Application monitoring and management
 - Creating and maintaining uptime alerts for Tactiv server infrastructure
 - Creating and maintaining uptime alerts for Enquire server infrastructure
 - Creating and maintaining Dashboard and metrics for both Tactiv and Enquire server infrastructure
 - Creating and maintaining tooling to support the above processes
 - Periodic fire drills for DR and backup processes.
 - Periodic On-call support for infrastructure monitoring.
- Tactiv Application and server Security compliance reporting
 - Monitoring and remediating Infrastructure security configuration drift
 - Monitoring and remediating Application role security configuration drift
- AWS Security management
 - Creating, maintaining, and monitoring Tactiv’s AWS access security (eg. Server, Application, Users)
 - Enquire Security logging and reporting
 - Monitoring WAF logs

- AWS Cloud trail events and logs
- Microsoft 365 Application and Identity Security management
 - Maintaining Tactiv's Azure AD infrastructure
- Microsoft 365 Infrastructure support and management
 - Supporting Tactiv and the use of the Microsoft 365 Applications and services

HEALTH & SAFETY

- Adhere to all work health and safety policies and procedures.
- Actively participate in all work health and safety initiatives.
- To take reasonable care for own health and safety and that of other personnel who may be affected by your conduct.

OTHER

- To report, take direction and work from appropriate source, that being your direct manager.
- Act and represent Tactiv Pty Ltd always in an honest, open and positive light to all parties including staff and customers.
- Other tasks that may be assigned from time to time which contribute to the overall success of the company.
- Ensure adherence to legal and internal policy and procedure requirements.

KEY MEASURABLES

- Accurate and timely completion of tasks.
- Positive internal and external feedback.
- AWS infrastructure stability

COMPETENCIES REQUIRED (MUST HAVE)

- Knowledge of and Experience with the AWS Cloud infrastructure, primarily:
 - AWS Cloud formation
 - AWS Networking (VPC, Route53 and EC2 services)
 - AWS IAM
 - AWS Systems Manager
- Experience as a systems administrator with Linux OS (Ubuntu and AWS Linux 2) and Windows.
- Experience with Bash scripting
- Understanding of AWS Well architected Framework
- Ability to document new processes and procedures clearly and simply.

- Commitment to high-quality communications, best practices, and processes.
- Self starter with enthusiasm to learn on the job
- Willingness to take ownership of tasks and progress it through completion with minimal direction

COMPETENCIES DESIRED(NICE TO HAVE)

- Knowledge and experience with the Microsoft 365 platform:
 - SharePoint Sites and Permissions management
 - MS Teams administration
- AWS Certified Cloud Practitioner
- Experience with AWS Guard Duty and AWS Inspector
- Experience with the Atlassian product suite – security and access management.

EDUCATION REQUIREMENTS

- Tertiary qualification in Information Technology
- Over 2 years experience with performing setup and management of AWS Infrastructure

EMPLOYEE AGREEMENT

Declaration:

I have read and accept the contents of this position description. I understand the position description will be periodically reviewed to update and incorporate any changes and an updated copy will be provided to me.

Employee name: _____ Signature: _____ Date: _____

Manager's name: _____ Signature: _____ Date: _____