

# Position Title - Cloud Operations Lead



## Purpose

To lead the provision of scalable and resilient cloud systems to support and enable Platform & Application teams to deliver services for our internal staff and customers. Tasked with leading the implementation of well designed and well governed systems and identifying cloud technology and process improvement opportunities with a bias toward the reduction of risks to availability, latency and efficiency while enabling self-service for consumers. Drive resilient and cost-effective Cloud operations by designing and managing Cloud standards, frameworks, policies and procedures. Support building operational quality into the cloud management process, and the adoption of efficient and consistent usage of Cloud services.

## Role dimensions

- **Reports to:** Head of I.T. Service Delivery
- **Department:** Technology Services
- **Direct Reports:** 1+
- **Financial Authority:** N/A

## Person specifications

- 3-5 years or more experience in Cloud Engineering, operations or Cloud DevOps roles
- Experience including but not limited to administration of Azure & AWS –based solutions, Vmware, backup solutions and monitoring tools
- Experience using Infrastructure as Code tooling such as Terraform, Bicep and tooling like Powershell and Azure CLI
- Demonstrable knowledge of Cloud & Cyber Security principles and management techniques
- Experience working in cross-functional application / solutions teams

## Role specific areas of responsibility

- Design, plan and implement frameworks and policies for secure Cloud infrastructure services for TSB (Azure, AWS, VMware etc)
- Manage, maintain and troubleshoot the Cloud infrastructure services for TSB
- Optimise the Cloud framework and policy operations and tooling to maximise efficiency and cost-effectiveness
- Monitor Cloud usage, performance and cost and participate in problem-solving and analysis to help resolve issues and drive improvements with the Cloud services
- Consult with Cloud users to help improve efficiency, effectiveness and value, reduce risk and support consistent usage of Cloud resources by the Platform teams
- Participate in Cloud governance forums to assist with the implementation of and adherence to TSB's relevant Standards, liaise with Risk and Architectural teams for the reduction of risks via Governance driven policies and frameworks
- Oversee the enterprise backup platform for availability, capacity, performance and patching
- Participate in day-to-day BAU activities including Request Management, Incident Management and Change Management to maintain the security, availability, reliability, scalability, stability and security of the Cloud platforms.
- Contribute to and maintain design and operational support documentation & resources, including frameworks, policies, support procedures, standards & best practices guides for consuming and managing Cloud services
- Provide expert hands-on engineering technical support and guidance. This may include participating in a 24 x 7 on-call roster as required.

From time to time there may be additional activity not contained within this position description that the appointee is to complete in the interests of the role and their own personal development.

This position description provides a broad overview of responsibilities. The position description is a living document, and the Bank reserves the right to amend from time to time as required.