

Position Description			
Position Title	SaaS Cloud Operations Engineer	Group	Smart Transport
Function		Department	Cloud Services
Cost Centre		No. of Direct Reports / Total Reports	N/A
Position Reports to	National Manager Cloud Services		

Primary Accountability
<p>The SaaS Cloud Operations Engineer is pivotal in scaling, optimising, and ensuring the resilience of NEC Software as a Service (SaaS) platforms. This role is primarily focused on cloud infrastructure, services, and operations relevant to our SaaS offering. The engineer will be responsible for streamlining cloud-based processes, automating tasks, automating deployments, operations lifecycle, and working closely with development teams to guarantee the reliability and performance of the platforms and the movement towards CI/CD.</p> <p>Support the delivery of platform and infrastructural services providing specialist support to NEC customers (internal & external).</p>

Areas of Accountability/Key Responsibilities
<p>Cloud Infrastructure Management & Administration:</p> <ul style="list-style-type: none"> • Design, implement, administrate, and maintain the cloud infrastructure tailored for our SaaS products ensuring scalability, reliability, and security. • Nurture dependable SaaS infrastructure and networking that is always up and running. • Improve operational outcomes for software systems in complex production and non-production environments. • Apply knowledge of Reliability and Observability concepts and practices. <p>Automation:</p> <ul style="list-style-type: none"> • Develop, implement, and optimise automated processes and workflows related to the deployment, scaling, upgrade/maintenance and monitoring of our SaaS solutions and associated data. • Application and development of DevOps and SysOps. • Improve internal alerting and analysis tools to enable faster problem detection and recovery. <p>SaaS Performance Monitoring & Security:</p> <ul style="list-style-type: none"> • Set up and oversee monitoring and alerting systems for the SaaS platform, ensuring optimal performance and uptime. • Instrumenting applications and integrating with monitoring solutions (e.g. with tools such as New Relic, Datadog, Dynatrace, Scalyr, Sumo Logic, Zabbix or Splunk). • Adhere to NEC's security best practices to safeguard the integrity of the SaaS offering and the associated data.

Maintain and Support:

- Maintain internal infrastructure requirements including, laptop and desktop computers, servers, routers, switches, firewalls, security updates, support internet, LANs, WANs, and network segments.
- Perform routine/scheduled audits of the systems, including all backups, supporting our ISO 27001 & ISO 9001 practices.
- Expectation of availability outside of regular working hours when work is required to be performed outside of business hours due to user requirements, operations lifecycle (e.g. security patching) and/or emergencies.
- Be available on a 24-hour on-call / call-out basis as rostered.

Customer Service:

- Assist customers in troubleshooting incidents and problem resolution.
- Review and respond to customer requests while considering the business needs.
- Responding to critical situations, managing the customer's expectations whilst ensuring that the incident is resolved within agreed timeframes.
- Configuration (CI) information is entered into ServiceNow and other systems.
- Responsible for fault resolution and ticket updates, and/or escalating incidents to team members/resolver groups based on complexity and nature of incident, ensuring that the customer is always kept up to date of the process.
- Fault sign off is confirmed with the appropriate person.
- Communicate technical concepts to non-technical clients.

Team Participation:

- Partner with the engineering teams to understand software features and requirements, ensuring the cloud infrastructure aligns with those needs/requirements/design.
- Develop and maintain a professional development plan which keeps you up to date with technologies and frameworks which align to our organisation. This includes maintaining / gaining appropriate certifications.
- Contribute to the development of the overall skills and knowledge of the team.
- Assist disaster recovery and BCP as required.
- Daily tasks are documented in SharePoint/SOPs/KB articles, and easily accessed by other members of the team.

Cost Optimisation:

- Seek and recommend opportunities to optimise cloud resources to reduce costs to NEC.

Documentation:

- Craft and maintain clear documentation detailing the cloud processes, infrastructure, and standards

Challenges

List 2 – 3 challenging aspects of the position

- Learning new technologies and the fast pace of change with SaaS operations, CI/CD and systems tooling.
- Learning new frameworks to support infrastructure, DevOps and SysOps.
- Making decisions which the wider team supports on our frameworks and solutions.

Qualifications/Industry Certifications	
Essential	Desirable
<ul style="list-style-type: none"> A relevant tertiary qualification (such as a degree in Computer Science or Software Engineering), and/or practical experience that we consider equivalent. 	<ul style="list-style-type: none"> ITIL Certification(s) and/or experience.

Professional Experience
<p>Professional work experience and skills relevant to the position</p> <ul style="list-style-type: none"> At least 3-5 years' experience in SaaS Operations, DevOps/SysOps Cloud Platform Expertise and deep knowledge of major cloud platforms like AWS and Azure to successfully manage and administrate SaaS infrastructures. Proficiency with tools such as Terraform, CloudFormation, and scripting languages like Python, C#, JavaScript, and/or Bash are an advantage. Security: Familiarity with cloud security tools, best practices, and policies. A skill for dealing with ambiguity and making quick decisions based on incomplete or unknown information. A proven ability to build great working relationships with internal and external stakeholders and customers. Time Management: prioritises time effectively and efficiently – self-manages and acts with speed to meet deadlines. Experience with technical mentorship and leadership of others.

Decision Making	
Decisions made independently by the role	Decisions/recommendations made after consultation with Manager
<ul style="list-style-type: none"> Build, configuration, and maintenance of systems. Application of security patches, and security updates. Perform routine audits of the environments. 	<ul style="list-style-type: none"> Review architectural and systems designs in consultation with the manager. Escalate any L1 events to the manager asap and follow the incident process.

Key Relationships	
Internal	External
<ul style="list-style-type: none"> Cloud Services team All NEC staff 	<ul style="list-style-type: none"> Customers Vendors and Suppliers Partners

Work Health & Safety Obligations

Your health, safety and wellbeing is important to us at NEC. It is therefore critical that all employees take responsibility for the health, safety and wellbeing of themselves and others. To ensure a zero-harm approach and the well-being of all our people, you must comply with our policies and frameworks and ensure your own health, safety, and wellbeing while at work and that your actions or inactions do not harm others.

Our Vision

Enabling secure identity and communication in a fast-moving world where every experience is connected.

Our Intention and Values

Diversify and grow customers, our people, and our capability and revenue streams.

- Innovation
- Customer Centric
- Courage

- Collaboration
- Excellence

NEC Group Code of Values

The following core values are central to the organisations culture, attitudes and behaviour and it is expected that each employee will actively demonstrate their commitment to these values.

- Look Outward. See the Future
- Think Simply. Display Clear Strategy
- Be Passionate. Follow through to the End

- Move Fast. Never Miss an Opportunity
- Encourage Openness. Stimulate the Growth of All