

Job Description and Person Specification



Associate Cloud Service Engineer

Department	Corporate Resources/Digital and Technology
Reports To	Senior Cloud Engineer
Grade	Specialist
Location	Newcastle
JD Reference	Associate Cloud Service Engineer
Post Reference	P1282N
Direct Reports	
Budget Managed	

Job purpose

Working within a small team of like-minded technical professionals, this role will play an essential part in designing, implementing and operating enterprise cloud technology services within the organisation to help meet its mission and goals.

Key relationships

You will be resilient and comfortable managing stakeholders and your discussions will be shaped by good understanding of commercial and operational impact.

Key accountabilities and responsibilities

1. Having technical knowledge is great, but also being able to utilise this knowledge to its fullest is essential. Being able to work closely with colleagues within the Digital Team and across the business is critical to our success. Understanding your audiences and framing problems and solutions for their understanding is a key skill.
2. You will enjoy solving problems, working with stakeholders and have aspirations to grow and differentiate yourself as an expert cloud specialist.
3. We're looking for the early adopters, the trend setters and people with a passion for transitioning the world from on-premise data centres into the exciting world of cloud.
4. Cloud experience is not a mandatory requirement – the right candidate will learn quickly but a basic foundation in system administration within Microsoft related products is required.
5. You will be resilient and comfortable managing stakeholders and your discussions will be shaped by good understanding of commercial and operational impact.
6. Things change fast! You will be tenacious enough to keep going. We see failing fast and setbacks as learning opportunities, so we expect you to be able to embrace this to overcome challenges.

7. An innovative and collaborative approach to solving technical problems, appropriately challenging the status quo and managing expectations for positive outcomes.
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9. Lastly, as this is a technical role, a role advert wouldn't be the same without a list of some of the technical technology and discipline areas we're looking for below. Please be aware though, often job adverts are a wish list, we understand you may have differing strengths in these areas, our aim is to ensure we build the best team based on collaborative strengths and ensure we work on developing you in the areas needed over time.

Homes England Employees are expected to be flexible in undertaking duties and responsibilities commensurate with the general character of the role and level of responsibility.

Key skills and knowledge

Essential Skills / Experience	Desirable Skills / Experience
Working knowledge of system administration	Microsoft 365 knowledge and experience
Knowledge of Linux systems	Data Centre Services
Understanding of automation	Software Engineering practices
Networking & Security concepts	DevOps knowledge
	Previous knowledge of Azure services

Key competencies

Key performance measures

1. IT Administration [Working]. Understanding of Windows and Linux environments, with a key understanding of customers needs and desires.
2. Software automation [Awareness]. You understand the concepts of automation within the digital sector and how it can benefit organisations in numerous ways.
3. Please refer to the DDAT page for further information on skill levels
<https://www.gov.uk/guidance/skill-levels-for-digital-data-and-technology-roles>

Values and key behaviours

Homes England values

Role model and live our values and behaviours in everything you do and celebrate successes through others

Core Values	Key Behaviours
Ambitious	We always strive for more and believe in better.
Collaborative	We work together to get things done.
Commercial	We are professionals who achieve value for money.
Creative	We're always thinking up new ideas and disrupting the status quo.
Diverse	We value everybody as an individual, and in their thoughts and ideas.
Learning	We can always do better, share what we know, and admit our mistakes.