

Position Description

Senior Cloud Engineer, IT

Department: IT | Unit: DevOps | Award: N/A

ABOUT THE RACP	The Royal Australasian College of Physicians ('RACP') connects, represents, and trains specialists from a number of specialities across Australia and Aotearoa New Zealand. The RACP provides services to support the delivery of training, continuing professional development, and health policy and advocacy to medical health professionals.
POSITION PURPOSE	<p>The Senior Cloud Engineer is responsible for the upkeep, configuration, and reliable operation of server, network, and cloud infrastructure — both on-premises and in the cloud. This includes managing and supporting enterprise networking environments (e.g., Meraki, Cisco, and other switches/routers/firewalls) to ensure secure and efficient connectivity.</p> <p>The role is also accountable for planning, architecting, designing, coordinating, and implementing cloud technology solutions.</p> <p>Scope includes:</p> <ul style="list-style-type: none">• Azure• AWS• Exchange Online• O365• Networking (Meraki, Cisco switches, and other enterprise networking solutions)• Video Conferencing platforms• Related SaaS, PaaS, and IaaS services <p>The position provides deep technical expertise and plays a significant role in the successful adoption of technology across the organisation. It also drives cloud cost optimisation practices (FinOps) to maximise value from investments.</p>
KEY ACCOUNTABILITIES	<p>Key Accountabilities – High-Level Responsibilities</p> <ul style="list-style-type: none">• Cloud Strategy & Architecture – Assist in defining, architecting, and implementing cloud strategies and infrastructure.• Technology Research & Business Input – Conduct research on emerging technologies to contribute to business cases and recommendations.• Vendor & Contractor Engagement – Interact and negotiate with vendors, outsourcers, and contractors to acquire products and services.• Solution Design & Documentation – Create high-level designs, detailed designs, and as-built specifications to feed into the solution architecture and design process; maintain documentation on system configuration, processes, and service records.• Operational Expertise – Provide technical expertise to apply operational procedures correctly; use network management tools to determine network load and performance statistics.

	<ul style="list-style-type: none"> • Problem & Incident Management – Act as a 3rd level escalation point for incidents and requests, ensuring appropriate action is taken to investigate and resolve problems, with correct documentation of remedies and preventative measures. • Maintenance & Installation – Contribute to planning and implementation of maintenance and installation work for infrastructure. • Security by Design – Ensure security considerations are embedded into all solutions. • Backup & Monitoring Standards – Define and enforce backup standards for cloud technologies and ensure monitoring requirements are factored into all solutions.
<p>COMPLEXITIES</p>	<ul style="list-style-type: none"> • Balancing Current and Future Systems – Focusing on supporting existing systems while planning for the future state. • Evolving Cloud Environments – Understanding and adapting to the ever-changing nature of cloud technologies. • Process Impact – Developing and implementing systems that positively impact new processes. • Cloud Cost Optimisation (FinOps) – Delivering cost-effective cloud solutions and optimising spend without owning budgets adds pressure to monitor, forecast, and recommend actions responsibly. • Cross-Functional Collaboration – Working across business units, IT teams, and executive stakeholders to translate technical requirements into measurable business outcomes can be difficult, particularly when there is resistance to change. • Resilience vs. Resource Constraints – Ensuring disaster recovery, redundancy, and high availability within budget and resource limitations remains a major challenge.
<p>ROLE DIMENSIONS</p>	<p>Reporting Line: Cloud Engineering Lead Direct Reports: NA Team Reports: NA</p>
<p>COMPETENCIES</p>	<ul style="list-style-type: none"> • Action Oriented: Taking on new opportunities and tough challenges with a sense of urgency, high energy and enthusiasm • Collaborates: Building partnerships and working collaboratively with others to meet shared objectives • Communicates Effectively: Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences • Manages Complexity: Making sense of complex, high quantity, and sometimes contradictory information to effectively solve problems. • Cultivates Innovation: Creating new and better ways for the organisation to be successful • Builds Networks: Effectively building formal and informal relationships networks inside and outside the organisation

	<ul style="list-style-type: none"> • Plans and Aligns: Planning and prioritising work to meet commitments aligned with organisational goals • Drives Results: Consistently achieving results, even under tough circumstances • Balances Stakeholders: Anticipating and balancing the needs to multiple stakeholders • Tech Savvy: Anticipating and adopting innovations in business building digital and technology applications • Business Insight: Applying knowledge of business and the marketplace to advance the organisations goals • Self-Awareness: Using a combination of feedback and reflection to gain productive insight into personal strengths and weaknesses
<p>EXPERIENCE</p>	<p>Experience – Essential</p> <ul style="list-style-type: none"> • Experience in implementation and support of virtualised environments. • Experience in adoption of O365, Exchange Online, and Azure Active Directory. • Experience with cloud implementation (Azure and AWS). • Experience with automated deployment, configuration, and scripting tools. • Solid experience working with Windows Server, Active Directory, and Group Policies. • Solid experience configuring and maintaining enterprise server and network hardware. • Strong verbal and written communication skills. • Strong troubleshooting, analytical, and resolution skills. • Excellent ability to build strong customer relationships and deliver customer-centric solutions. • Demonstrated experience working within an ITIL environment. • IT Capabilities – Microsoft Office Suite, SharePoint, and video/teleconferencing platforms. <p>Experience – Desired</p> <ul style="list-style-type: none"> • Experience working in Not-for-Profit (NFP) and education sectors. • Experience working in a membership-based organisation. • Experience in ICT transformation projects. • Demonstrable exposure to application and network security. • Demonstrated experience in implementation and support of virtualised infrastructure.

We are
Accountable

We act with integrity, taking responsibility for actions and outcomes.

We
Collaborate

We share information, foster participation, and build relationships for common goals.

We
Indigenise and Decolonise

We partner, resource and embed Indigenous knowledge and ways to accelerate culturally safe change, to achieve equitable Indigenous futures.

We
Lead the way

We reflect, adapt and learn in delivering best practice.

We are
Respectful

We recognise our rich diversity and value each other's needs and contributions.