

Position Description

Position Title:	Cloud Administrator
Reports to:	Executive Manager IT
Division:	Corporate Services
Location:	Orange, NSW (Remote working arrangements considered)
Employment Status:	2-year temporary contract
Hours:	Full Time - 36.75 hours/week
Salary Band:	RSL 6

About us

RIC (Regional Investment Corporation) is an Australian Government finance provider for farmers and farm-related small businesses. We were established under the *Regional Investment Corporation Act 2018* (RIC Act) to provide low-cost loans to strengthen Australian agriculture and grow thriving regional communities.

RIC farm loans support our customers to prepare, manage through and recover from drought, natural disasters or biosecurity risks causing severe financial disruption. We help accelerate plans for first-generation farmers and next-generation farmers.

Our culture & people

Our people have vision and are empowered to build a leading Australian Government agency known for its contemporary service, expertise, and integrity. They are committed, innovative and their achievements are celebrated. They are as diverse as the work they do. RIC has a vibrant culture which is based on the following Culture Statements:



Be bold, act
with purpose



We are down
to earth



We embrace
difference and
act as one

Our customers

We aim to deliver a first-class customer experience by partnering with our customers from the beginning of their journey with us. We respect the time of our customers by being transparent with them about the loan process, keeping things simple and understanding their needs.

Put simply, our customer experience principles are:



- Respect my time
- Simple and Seamless
- Partner with me
- Understand me

About the job

As the Cloud Administrator you will be responsible for development, implementation, validation, and continuing maintenance of all RIC Azure and AWS cloud systems.

RIC leverages a mixture of cloud resources including Microsoft Azure Databricks, SQL Server, Data Factory, API-Management, LogicApps, Function Apps, Azure VPN and PowerAutomate to support business operations. Our contact centre telephony operations are delivered through Salesforce Service Cloud Voice with Amazon Connect.

RIC's ICT environment is comprised of mobile devices running Microsoft 365 (Windows 11, Office 365, and Enterprise Mobility + Security) and accessing Software as a Service (SaaS) corporate applications. RIC has minimal on-premises infrastructure. RICs data holdings are spread across multiple sources both internal and external and utilises cloud resources for the transformation and storage of data.

You will be responsible for:

- proactively managing and supporting assigned business applications within the RIC
- ensuring consistent and secure Azure and AWS resource design
- proactively managing and supporting our cloud infrastructure, including cost management
- supporting and conducting disaster recovery drills for assigned systems
- reviewing, implementing and rolling-out authorised SaaS applications within RICs ICT and Security Frameworks
- planning and building enterprise-level solutions within existing systems and new platforms
- creating and maintaining application solution documentation
- collaborating with internal and external stakeholders to capture requirements and select suitable systems
- collaborating with business customers to perform application testing needed to assure the desired functionality of the solutions meets the business requirements.
- proactively administer and extend RIC business systems (including MS 365, JIRA, Azure and AWS cloud resources, and Turbo360 monitoring platform)
- resolving escalated system/application helpdesk tickets
- assist in managing the day-to-day operation of RICs core IT platforms and the IT service desk; providing high-quality IT services; and identifying and mitigating IT issues.
- operating under broad direction and exercising independence and accountability for work outcomes
- other duties as required

About you

Job Capabilities

To be successful in this role, the candidate will have:

- a strong customer service focus
- ability to think of ways that software can be applied to make the business more efficient and successful
- a passion for technology and modern business applications
- broad technical experience
- high level verbal and written communication skills, with the ability to communicate technical information in a clear and concise manner
- strong stakeholder, vendor and resource management skills
- an ability to effectively prioritise work in line with the organisation's objectives
- ability to understand complex business & system processes and clearly articulate business requirements
- a passion and commitment to continuous learning
- self-starter approach to work, with ability to work independently and manage own time
- very strong work ethic with ability to coordinate, drive and develop end-to-end solutions

Knowledge and Experience

- extensive experience with Microsoft 365 and AWS cloud environments (Windows 11, Office 365, MS Teams, SharePoint, Intune and Azure/AWS infrastructure)
- experience developing custom workflow activities using Power Automate
- knowledge of PowerBI and ability to create dashboards and reports
- extensive experience with CRM/ERP applications deployment and support (with recent experience with Salesforce, TechnologyOne, and Atlassian cloud desirable)
- knowledge of software development life cycle with full life-cycle experience
- outstanding analytical and problem-solving capabilities
- extensive experience developing proof-of-concept trials
- ability to influence and guide technology selection and implementation in a complex environment
- ability to work independently or collaboratively to achieve business objectives in a timely fashion

Qualifications

- relevant tertiary and industry qualifications are essential
- minimum 5 years of overall IT experience
- minimum 2 years' experience in similar role

Eligibility/Other Requirements

- the successful candidate will be required to undergo pre-employment screening including a National Police History Check and must have a right to work in Australia for the duration of the temporary appointment.
- baseline Australian Government Security Vetting Clearance or above, or a willingness to undertake a security vetting process