

CITY OF HAMILTON

CORPORATE SERVICES DEPARTMENT (INFORMATION TECHNOLOGY DIVISION - DATACENTRE OPERATIONS – LOCATION – 55 YORK BLVD., 6th FLOOR)

ENTERPRISE CLOUD ADMINISTRATOR

SUMMARY OF DUTIES

Reporting to the Supervisor, Datacentre Operations, the Enterprise Cloud Administrator is responsible for providing expertise in managing and maintaining the cloud infrastructure, with a specific focus on Azure M365 administration, cloud-to-cloud integrations (AWS, GCP), and implementing enterprise solutions in SaaS, IaaS, and PaaS models. This role encompasses handling sensitive and private data, including confidential City information, user access details, and security-related data. The Cloud Administrator is also responsible for developing and implementing robust security measures, ensuring compliance with data privacy regulations, and providing guidance on secure cloud practices and solutions during IT project Intake and Delivery.

GENERAL DUTIES

Responsible to lead, manage and administer Azure M365 environment, including handling sensitive and private data such as confidential City information, user access details, and security-related data, including monitoring licenses and storage requirements in partnership with vendors and internal stakeholders.

Develop and implement secure cloud-to-cloud integrations between Azure, AWS, and GCP, ensuring the confidentiality, integrity, and availability of sensitive data.

Design, develop and deploy enterprise solutions using SaaS, IaaS, and PaaS models, aligning them with business requirements and best practices while implementing appropriate security controls and encryption mechanisms.

Collaborate with cross-functional teams to gather requirements, define technical specifications, and ensure successful implementation of cloud solutions.

Create and maintain cloud Business Continuity and Disaster Recovery (BCP/DR) plans to ensure the availability and resiliency of cloud services.

Troubleshoot and resolve issues related to cloud infrastructure, performance, and connectivity, working closely with vendors and internal stakeholders.

Provide guidance and subject matter expertise in cloud technologies, advising on best practices, optimization, and cost-effective solutions.

Conduct regular audits and vulnerability assessments of the cloud infrastructure to identify security risks in systems, and applications and provide recommendations to IT leadership on measures to address risk. Analyze, provide and implement solutions to address issues as they arise.

Collaborate with IT security teams to respond to security incidents, conduct investigations, and implement remediation measures in a timely manner.

Lead and participate in IT operational and project work planning, representing the cloud administration team and contributing to decision-making processes.

Stay updated with the latest trends and advancements in cloud technologies, identifying opportunities for improvement and innovation within the organization.

Collaborate with IT security teams to implement and enforce cloud security policies, controls, and compliance requirements.

Provide planning, input, direction and consultation for development and implementation of related technology management policies, procedures and guides, including compliance with legislations and industry standards.

Responsible to lead the development of business case proposals for role related enterprise initiatives in collaboration with IT and departmental peers.

Understand and monitor the regulatory and security requirements for cloud solutions as they relate to the municipal government sector; ensure that compliance to policies and procedures is maintained

This position may be required to be on Standby/On Call.

Works in accordance with the City of Hamilton's Corporate and IT policies, processes and procedures; contributes to the creation and sustainment of technology frameworks and architectures and tools.

Performs other duties as assigned, which are directly related to the major responsibilities of the job.

QUALIFICATIONS

1. A Bachelor's degree in computer science, information technology, or a related field (or equivalent experience).
2. Proven experience as a Cloud Administrator, specifically with Azure M365 administration and cloud-to-cloud integrations (AWS, GCP).
3. Strong knowledge of SaaS, IaaS, and PaaS models, along with experience in designing and implementing enterprise solutions.
4. Proficiency in cloud infrastructure management tools and platforms, such as Azure Portal, AWS Management Console, and GCP Console.
5. Solid understanding of cloud security principles and best practices.
6. Experience in developing and maintaining cloud Business Continuity and Disaster Recovery plans.
7. Excellent troubleshooting and problem-solving skills in cloud environments.
8. Strong communication and collaboration skills, with the ability to interact effectively with cross-functional teams and stakeholders.
9. Relevant certifications in Azure and other cloud platforms (e.g., Azure Administrator Associate, AWS Certified Solutions Architect) are highly desirable.
10. Superior knowledge of MS-Visio with the ability to create large complex multi-layered Layer 2 & 3 diagrams and network and application/technology flow diagrams.
11. Demonstrated organizational skills along with excellent documentation and report writing ability.
12. Ability to be flexible with work schedules for updates and installations of hardware/software products.
13. Well developed written and oral communication skills. Demonstrated ability to communicate effectively with internal and external stakeholders.
14. Project management is an asset.

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.

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