r. Self-reliant and proactive.
s. Flexible with ability to multi-task.
t. Ability to work under pressure.
u. Commitment to life-long learning.
v. Proven customer focus.

CLOUD SERVICES AND PLATFORM MANAGER

AGENCY: INNOVATIVE UNIVERSITY OF ENGA	SYS.POSN.NO N/A	POSITION NO. IUEEXUA049
OFFICE: VICE PRESIDENT ACADEMIC AFFAIRS	DESIGNATION/CLASSIFICATION: CLOUD SERVICES AND PLATFORM MANAGER	
DIVISION: EXECUTIVE MANAGEMENT	LOCAL DESIGNATION: (as per org. structure) INNOVATIVE UNIVERSITY OF ENGA ICT INNOVATION AND ACADEMIC TECHNOLOGY DEPARTMENT	
BRANCH: N/A	REPORTING TO: DIRECTOR OF ICT INNOVATION AND ACADEMIC TECHNOLOGY	
SECTION: CLOUD SERVICES AND PLATFORM MANAGER	LOCATION: INNOVATIVE UNIVERSITY OF ENGA, WABAG, ENGA PROVINCE	

HISTORY OF POSITION

IUE FILE NO.	DATE OF VARIATION	DETAILS
IUE ACT 2022	New Position	New Position

JOB DESCRIPTION: CLOUD SERVICES AND PLATFORM MANAGER

DEPARTMENT: ICT Innovation and Academic Technology Department

ORGANISATIONAL RELATIONSHIPS:

Reports to: Director of ICT Innovation and Academic Technology

Supervises: ICT support staff assigned to provide additional assistance including temporary staff.

Coordinates with: Vice Presidents, Deans of Faculty, Directors, Bursar, Chief e-Librarian, Heads of Department, ICT Infrastructure Manger, Information and Security Manger, Information Administration and Communication Technology Manager, Students and Staff Support Manager and Data Management and Reporting Manager.

PURPOSE

The Cloud Services and Platform Manager is responsible for managing Innovative University of Enga data. The Cloud Platform Manager focus on implementing and standardizing new cloud technologies to support the management of data as a strategic asset, operational cost optimization, and integration with a data governance platform. This management role will split time between hands on development using Python, Java, Spark, and SQL and managerial activities.

- The Cloud Services and Platform Manager will require working lock step with data architecture and focusing on maintaining and creating standards to modularize data frameworks and define patterns for data functionalities. The Cloud Platform Manager will also support the build of modern cloud platform data solutions that are scalable across many disparate systems and result in curated and consumable outputs to support analytic and data science initiatives.
- The Cloud Services and Platform Manager has to have outstanding communication skills, proven data infrastructure design and implementation capabilities, strong business acumen, and an innate drive to deliver results.
- She/he be a self-starter, comfortable with ambiguity working in a fast-paced dynamic Innovative University of Enga environment.

DUTIES AND RESPONSIBILITIES:

1. To manage and lead the delivery and development of the Cloud Support Services across the University.
2. To provide the final point of escalation and ICT expertise on all matters relating to the Cloud support and development.
3. In conjunction with the key stakeholders, set the strategic direction of the University's Cloud System.
4. Responsible for ensuring the University is optimizing its investment in this system, through the adoption of new functionality, features, and best practices to ensure the continuous development and maturity of the product purchased.
5. Responsible for leading and managing the planning, delivery, and development of the IUE Cloud system.
6. Responsibility for leading on the future ICT requirements, specifically relating to the Cloud System, of the University and for obtaining the right investment in associated best of breed solutions and keeping up to date with the rapidly changing ICT landscape.
7. Responsible for owning the operating and support model for the University's Cloud solutions.
8. Work collegiately with key stakeholder and University Senior Management and make a proactive contribution to the delivery of departmental and corporate objectives.
9. Provide leadership and management to achieve high performance and effective operational delivery, which will include managing the effective use of resources and staff.

10. Responsible for leading and managing the complex portfolio of Technical and Functional modules within the IUE Cloud System, with specific emphasis on ensuring that the technology is kept up to date and is resilient.
11. Manage and lead the delivery and development of the future ICT roadmap for the University's digitalized objectives.
12. Responsible for driving change forward, engender a positive result focused working environment to reduce resistance to technology related change and address concerns and uncertainty surrounding change.
13. Ensuring that systems are fit for purpose, utilized properly and are resilient, including safe from cyberattacks, this will involve liaison with senior stakeholders across the University which the team provide a support service for.
14. Oversee, lead, and provide management, direction, and advice on the work of the IUE Cloud.
15. Manage staff to ensure professional standards are achieved and maintained; including relevant services being highly available, technical documentation is produced and kept up to date as necessary, changes are implemented in line with correct procedures, including testing and authorization to ensure effective delivery of a high-quality ICT service by the IUE Cloud Support team.
16. Own and enhance the governance, operating and support model with associated processes and procedures required to effectively manage the IUE Cloud system, key tasks include:
    a. Environment Management (production, test, development, and project environments)
    b. Release management (impact analysis and regression testing).
    c. Change management processes.
    d. Problem and incident management processes.
    e. Monitoring and reporting.
    f. Documentation and training requirements.
17. Working with the appropriate teams/third party to ensure deployment of any agreed new features/functionality.
18. Manage third party suppliers to ensure the smooth operation of the service, including, contracts and licensing.
19. Maintain an up-to-date and authoritative knowledge of new developments in relevant technology, particularly in relation to its application within a Higher Education context.
20. Take a proactive role in liaison with cloud and software suppliers and ensure effective working relationships are created and maintained.
21. Liaise closely with all staff to share and develop best practice and contribute to staff training and development activities.
22. Work closely and collaboratively as required with the ICT Information Security Manager.
23. Follow the approved methodology, ensure the successful management of key projects that may include high profile University wide initiatives or involve national or international partners. This includes the management of project budgets as required.
24. Be responsible for the Day-to-Day management of the allocated budget.

25. Be proactive in establishing and maintaining a close working relationship with appropriate end user management.
26. Make recommendations to Senior Management on staff development requirements relating to members of the team and, when necessary, arrange and/or deliver training as required.
27. Take a lead role in the evolvement of departmental policies, procedures and standards and ensure they are adhered to.
28. Act as a point of authority for the area of responsibility.
29. Both formally and informally to be proactive in promoting the image of Could Services and Platforms within the University, the wider higher education community and the national and international user communities associated with technical and functional use of our corporate systems.
30. Provide leadership and support to the ICT team supporting personal development, agreeing objectives, and maintaining responsibility for their overall performance.

REQUIREMENTS AND QUALIFICATIONS:

a. Bachelor's Degree in computer engineering or equivalent field or equivalent qualification preferable Master level technology degree and technology certifications;
b. Five years of experience in an engineering role using Python, Java, Spark, and SQL.
c. Expertise with leading, managing and hiring a team of talented engineers.
d. Ability to split time between hands on development using Python, Java, Spark and SQL and managerial activities.
e. Proven hands on experience developing scalable and repeatable frameworks, patterns, methodologies, and automations and the ability to lead a team of engineers to adopt.
f. Experience in a large scale, high-volume data warehouse environment.
g. Expertise with modern open-source database development skills.
h. Cloud Experience in either Azure, AWS, or Google Cloud Platform.
i. Strong Linux/Unix background and hands on knowledge.
j. Experience with version control platform GitHub.
k. Experience unit testing code.
l. Ability to provide an engineering team instruction on day-to-day work and general direction on more complex tasks and projects.
m. Ability to clearly communicate and articulate results to both technical and non-technical audiences.

DATA MANAGEMENT AND REPORTING MANAGER

AGENCY: INNOVATIVE UNIVERSITY OF ENGA	SYS.POSN.NO N/A	POSITION NO. IUEEXUA050
OFFICE: VICE PRESIDENT ACADEMIC AFFAIRS	DESIGNATION/CLASSIFICATION: DATA MANAGEMENT AND SERVICES MANAGER	