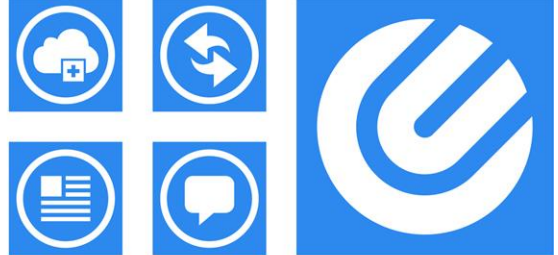


## Job Description Cloud Services Engineer

Author: Ryan Pickering



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Final

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18-DEC-2018



**arkadin**  
COLLABORATION SERVICES  
an NTT Communications Company

**Microsoft Partner**  
Gold Messaging  
Gold Communications  
Gold Hosting

JOB TITLE	Cloud Services Engineer
JOB TYPE	Full Time
REPORTING TO	Cloud Services Team Manager or APAC Regional Manager (if located in APAC)
MAIN DUTIES AND RESPONSIBILITIES	<p>The Cloud Services Engineer is a member of a global team which delivers exceptional technical and customer service within the Applicable Service Operations division.</p> <p>The Cloud Services team is responsible for operational support of a large virtual infrastructure hosted in geographically dispersed data centres across 4 continents. Specifically the team is accountable for the performance of all infrastructure components which span storage, virtualisation, monitoring, backups and security components. The Cloud Services Engineer is focused on 3rd party (O365 and on-prem hosted) and the Unified Communications as A Service (UCaaS) platforms.</p> <ul style="list-style-type: none"> <li>• Technical delivery of service to customers in all geographies using Applicable's ITIL framework, including incident, problem and change management</li> <li>• Ownership of the technical solutions for assigned customers</li> <li>• Collaborative teamwork both within the Cloud Services global team and also across global teams to resolve technical incidents and problems</li> <li>• Knowledge sharing</li> <li>• Security management to ISO270001 standard</li> <li>• Deliver technical resource to the project management office</li> <li>• Develop and maintain technical design and process documentation</li> <li>• Participate and lead continual service improvement initiatives</li> <li>• Participate in the 24x7 on call roster with the global team</li> <li>• Other duties as directed by your manager from time to time</li> </ul>
SKILLS AND EXPERIENCE	<p>Experience:</p> <ul style="list-style-type: none"> <li>• At least 5 years working as a Server Administrator, Cloud Services Specialist or on related Microsoft technology stack</li> </ul> <p>Knowledge:</p> <ul style="list-style-type: none"> <li>• Microsoft MCSE or MCSA certification</li> <li>• ITIL certification</li> <li>• Understanding of ISO270001 controls</li> <li>• Basic Linux knowledge</li> </ul>

	<p><b>Skills:</b></p> <ul style="list-style-type: none"><li>• Exchange Server 2013 and 2016 with high availability</li><li>• Exchange on 0365</li><li>• Microsoft Server OS including 2012 and 2016</li><li>• Skype for Business and Lync</li><li>• Hyper-V virtualisation</li><li>• VMware virtualisation</li><li>• Office 365 Tenant Administration and ADFS</li><li>• System Centre suite – focusing on SCCM, SCOM and DPM</li><li>• Active Directory including multiple Domains/Forests</li><li>• Storage Technologies including Dell Compellent</li><li>• Mobile device management (MDM) including Intune/GFE</li><li>• SharePoint 2013 and above</li><li>• SQL Server Database Administration including High Availability features</li><li>• PowerShell scripting</li></ul> <p><b>Abilities:</b></p> <ul style="list-style-type: none"><li>• Demonstrate excellent written and verbal communication to internal and external stakeholders</li><li>• Ability to effectively work under pressure</li><li>• Demonstrate effective and efficient collaborative team work</li><li>• Independently troubleshoot, and technically manage complex incidents and problems</li><li>• Scope, manage and technically drive minor projects based on customer requirements</li><li>• Self-motivation and ability to motivate other in team to continually grow and improve</li><li>• Exceptional understanding of technical and business requirements</li><li>• Champion continual service improvement initiatives (including technical support processes) throughout Service Operations</li><li>• Keep up to date with the latest role-relevant technologies, through independent study, lab work, and awareness of the market</li><li>• Analyse, organise and prioritise work while meeting multiple deadlines</li><li>• Maintain effective working relationships</li><li>• Provide expert level problem management</li></ul>
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Capabilities	Applicable Capability Dictionary	Level
(Please refer to the Capability Dictionary index, this can be found at the end of this document.)	Respect for Others	3
	Communicating and Influencing	3
	Working Together	3
	Achievement Drive	3
	Creativity	3

Table 1 Job Description

## 1 Respect for Others

***“...is the requirement for actions that are consistent with what one says and in line with personal and business values”***

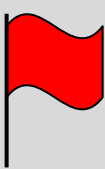
### **About this capability**

This capability is about "walking the talk", acting in an open, honest and ethical way, giving others due respect and behaving with integrity. The capability encourages openness and honesty in dealings with others, even in difficult negotiations with external parties.

Level	Behavioural Indicators
<b>1</b>	<p><b><i>Demonstrates integrity, eg</i></b></p> <ul style="list-style-type: none"> <li>• Open and honest, is polite and helpful when dealing with others</li> <li>• Treats everyone courteously</li> <li>• Behaves in a consistent manner</li> <li>• Recognises own negative feelings but moderates unhelpful emotions and behaviour in front of others</li> <li>• Expresses own thinking even when it would be easy to refrain from being open about a situation</li> </ul>
<b>2</b>	<p><b><i>Takes actions which are consistent with values, eg</i></b></p> <ul style="list-style-type: none"> <li>• Acts on values even when it takes extra effort to do so</li> <li>• Takes pride in being trustworthy</li> <li>• Treats everyone as an individual</li> <li>• Takes personal responsibility for acting on shared values</li> <li>• Respects others and their different views and opinions</li> </ul>
<b>3</b>	<p><b><i>Acts on values when it is not easy to do so, eg</i></b></p> <ul style="list-style-type: none"> <li>• Admits own mistakes and vulnerabilities publicly</li> <li>• Makes a point of finding out how different people prefer to be treated</li> <li>• Takes action to correct mistakes</li> <li>• Gives others time to prepare their ideas before they put them forward</li> <li>• Does not avoid difficult issues</li> </ul>

<b>4</b>	<p><b>Challenges behaviour at odds with values, eg</b></p> <ul style="list-style-type: none"> <li>Challenges powerful others to 'walk the talk' and act on their espoused values, even when it takes extra effort to do so</li> <li>Stands up and takes action for deserving others regardless of personal benefits from doing so</li> <li>Above board, open and honest in negotiations with others, both inside &amp; outside the business</li> <li>Chooses to be honest and forthright even in difficult negotiations</li> </ul>
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“Red Flag” Negative Behaviours

	<ul style="list-style-type: none"> <li>Criticises colleagues in front of others, lowering their self esteem</li> <li>Ignores another’s views and opinions</li> <li>Is “two faced” or inconsistent in dealing with others</li> <li>Ignores cultural or ethnic differences</li> <li>Fails to understand company values and culture</li> </ul>
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## 2 Communicating and Influencing

**“...is the ability to seek out, clarify, share and communicate so that individuals and the business have all the information needed to work effectively”**


**About this capability**

This capability is about communicating clearly and effectively, it includes ensuring using appropriate and easily understood language that is understood and accepted by your audience. It involves influencing others, and recognising that the communication is 2 way. Good communicating and influencing requires a variety of communication styles and approaches, tailored to the receiving audience.

<b>Level</b>	<b>Behavioural Indicators</b>
<b>1</b>	<p><b>Communicates with clarity, eg</b></p> <ul style="list-style-type: none"> <li>Is short and concise in verbal/written communications and presentations</li> <li>Delivers communication on time, follows-up and seeks feedback to ensure people have understood</li> <li>Provides enough information and background data to enable others to gain the appropriate understanding</li> </ul>
<b>2</b>	<p><b>Uses direct persuasion with facts and figures, eg</b></p> <ul style="list-style-type: none"> <li>Uses hard facts to make sure message is heard, is authoritative and clear</li> <li>Thinks through what is required before communicating</li> <li>Focuses on benefits of messages to the audience</li> <li>Reacts to feedback on communication and uses this to make improvements to communication style</li> <li>Delivers a clear, unambiguous message focusing on key issues</li> <li>Tackles counter arguments through thorough preparation and anticipation</li> <li>Tries to <b>get agreement at every stage before moving on</b></li> <li>Knows key sources of information and seeks out additional information</li> <li>Shares ideas and proposals with others in order to enhance content</li> </ul>
<b>3</b>	<p><b>Adapts communication approach, eg</b></p> <ul style="list-style-type: none"> <li>Has a flexible range of communication styles to suit the audience</li> <li>Understands the needs and concerns of the audience</li> <li>Supports what is expressed with body language and eye contact</li> </ul>

	<ul style="list-style-type: none"> <li>• Shapes communication style to suit the style of the audience &amp; presents to the interest of the audience</li> <li>• Digs beneath the surface issues or symptoms, asks probing questions to get at the facts</li> </ul>
<b>4</b>	<p><b>Uses indirect methods and approaches, eg</b></p> <ul style="list-style-type: none"> <li>• Uses a range of direct, indirect or informal approaches to influence others</li> <li>• Understands own impact upon other people</li> <li>• Involves colleagues and third parties in influencing others</li> <li>• Uses every opportunity to reiterate ideas and get buy-in</li> <li>• Shares information that colleagues need even if to own detriment</li> </ul>
<b>5</b>	<p><b>Builds influencing strategies, eg</b></p> <ul style="list-style-type: none"> <li>• Identifies and targets key players who control decision-making</li> <li>• Sets out to plant "seeds of ideas" over time with colleagues and customers, enabling them to come to same conclusions</li> <li>• Talks about own ideas in advance to generate interest and enthusiasm</li> <li>• Identifies and builds networks to help influence others</li> <li>• "Lobbies" and wins support behind the scenes</li> <li>• Makes decisions to ensure future well-being of the business</li> </ul>

### "Red Flag" Negative Behaviours

	<ul style="list-style-type: none"> <li>• Gives highly technical presentations or explanations to non-technical audiences</li> <li>• Relies on rambling, lengthy text without pictures, diagrams or lists</li> <li>• Using overly technical and regulatory language</li> <li>• Goes into unnecessary detail</li> <li>• Relies on opinions/emotive arguments</li> <li>• Uses influence to manipulate others</li> <li>• Overwhelms audience with inappropriate glibness or humour which blurs the message</li> <li>• Incorrect use of to and cc fields in emails (escalating to the world)</li> </ul>
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## 3 Working Together

***"...is the ability and willingness to align one's own behaviour with the needs and priorities of others."***


### **About this capability**

Building strong working relationships and common goals with colleagues is important for success. This capability is about working co-operatively with others, being part of a team, working together, sharing and achieving common goals and objectives; putting team interests first and self-interest second when necessary; supporting a climate of teamwork and co-operation.

<b>Level</b>	<b>Behavioural Indicators</b>
<b>1</b>	<p><b>Co-operates with others, eg</b></p> <ul style="list-style-type: none"> <li>• Is willing to work with and help others</li> <li>• Is flexible in working with a wide range of people, both customers and colleagues</li> <li>• Is prepared to give advice and assistance to others</li> <li>• Has time for others, works in an "open-door" style</li> <li>• Makes informal contacts with others</li> <li>• See developing and coaching others as part of the job</li> </ul>

<b>2</b>	<p><b><i>Shares Information, eg</i></b></p> <ul style="list-style-type: none"> <li>• Enjoys making a contribution to the team</li> <li>• Shares knowledge, experience and expertise with others</li> <li>• Is good at dealing with and contacting others</li> <li>• Communicates own goals and objectives to others, sharing rationale</li> <li>• Passes feedback to colleagues</li> <li>• Builds or maintains a rapport with a range of others</li> <li>• Acts as a role model to others, helps others learn from mistakes</li> <li>• Offers explanations logically and clearly and with patience</li> </ul>
<b>3</b>	<p><b><i>Encourages input and involvement, eg</i></b></p> <ul style="list-style-type: none"> <li>• Acknowledges and values the views, contribution and opinions of others</li> <li>• Gets all relevant people involved in generating ideas and decision-making</li> <li>• Seeks participation from people who are not forceful or assertive</li> <li>• Understands the roles and contribution of others</li> <li>• Supports colleagues who, because they are different, are treated unfairly</li> <li>• Encourages input from other teams into own objectives</li> <li>• Keeps colleagues elsewhere in the business up-to-date and involved</li> <li>• Initiates activities in order to strengthen or build relationships</li> </ul>
<b>4</b>	<p><b><i>Builds a positive team climate, eg</i></b></p> <ul style="list-style-type: none"> <li>• Builds trusting relationships across the team</li> <li>• Acts appropriately to address friction and tension between different individuals within teams and between teams</li> <li>• Gives public recognition to the contribution of others</li> <li>• Makes a point of finding out about the backgrounds and skills of other team members</li> <li>• Willingly lets others take credit for things they have done</li> <li>• Celebrates successes with colleagues</li> <li>• Role models a climate of teamwork and co-operation</li> </ul>
<b>5</b>	<p><b><i>Takes organisation-wide vs 'silo' perspective, eg</i></b></p> <ul style="list-style-type: none"> <li>• Works to overcome department/function conflict and unnecessary competition</li> <li>• Takes action to build strong relationships between own team and others in</li> <li>• Actively owns and supports team decisions even if personal view differs</li> <li>• Builds joint objectives with other departments/functions across the business</li> <li>• Raises profile of own team, illustrating benefits to the whole business</li> <li>• Creates opportunities for cross-team team working or career opportunities</li> </ul>

*“Red Flag” Negative Behaviours*

	<ul style="list-style-type: none"> <li>• Shows no respect for others, claims credit for others ideas</li> <li>• Tries to trip up colleagues</li> <li>• Fails to build relationships with customers and colleagues</li> <li>• Uses authority and position to dictate what and how things should be done</li> <li>• Works as a loner</li> </ul>
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## 4 Creativity

***“...is the ability to generate original and imaginative ideas and solutions to issues. Shows a willingness to question traditional assumptions. Makes systematic and rational judgements based on relevant information to solve problems”***

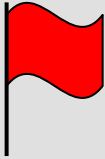
## About this capability

This capability describes the requirement for challenging traditional ways of doing things and creating new ideas. In this context, creativity can vary from supporting a culture that values creativity, to generating innovative ideas or suggesting improvements to ways of working.

<b>Level</b>	<b>Behavioural Indicators</b>
<b>1</b>	<p><b>Uses past experience, eg</b></p> <ul style="list-style-type: none"> <li>• Uses rules, common sense and past experience to identify problems</li> <li>• Recognises when a current situation is like a past situation and applies knowledge</li> <li>• Supports and assists with implementation of ideas</li> </ul>
<b>2</b>	<p><b>Prepared to try a new approach, eg</b></p> <ul style="list-style-type: none"> <li>• Is open to new ideas suggested by others</li> <li>• Identifies where things could be done differently</li> <li>• Questions existing practices, offers alternatives to existing methods</li> <li>• Proposes improvements to systems and procedures within work place</li> </ul>
<b>3</b>	<p><b>Puts forward ideas, eg</b></p> <ul style="list-style-type: none"> <li>• Identifies issues, patterns and trends in problems or situations</li> <li>• Produces practical plans for innovative ideas, explores suggestions for improvements</li> <li>• Considers suggestions fairly, looks at problems from different angles, adds new insight</li> <li>• Recognises the need to be creative and to take action</li> <li>• Is willing to pass on information and know-how to others, sought out by others for advice</li> <li>• Applies knowledge to a range of problems and situations</li> <li>• Recognises own limitations and takes steps to address them</li> </ul>
<b>4</b>	<p><b>Has imaginative ideas, eg</b></p> <ul style="list-style-type: none"> <li>• Willing to build on other's ideas to generate imaginative solutions</li> <li>• Can see many sides of an argument</li> <li>• Uses theoretical knowledge or knowledge of past trends to look at a situation to propose a way forwards</li> <li>• Interprets/evaluates information critically, challenges suggestions, sees assumptions</li> <li>• Makes deductions, identifies key issues and effective courses of action</li> <li>• Adapts knowledge to suit the problem and situation in order to develop solutions</li> <li>• Educates and explains new concepts to colleagues</li> </ul>
<b>5</b>	<p><b>Has innovative ideas, eg</b></p> <ul style="list-style-type: none"> <li>• Welcomes new ideas and encourages others to put forward ideas</li> <li>• Will consider radical or unconventional ideas or solutions</li> <li>• Develops new or different approaches, has innovative ideas</li> <li>• Clarifies complex information or situations</li> <li>• Gathers all information on complex problems or situations</li> <li>• Generates hypotheses and plans.</li> <li>• Taps into knowledge from a wide variety of sources</li> <li>• Actively stays at the leading edge of expertise</li> </ul>

## "Red Flag" Negative Behaviours



	<ul style="list-style-type: none"> <li>• Accepts traditional approaches</li> <li>• Relies on others to have creative ideas</li> <li>• Reinvents the wheel</li> <li>• Criticises new ideas, resists change</li> </ul>
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## 5 Document Management

### 5.1 Disclaimer

The information contained in this document is proprietary to Applicable. It is provided in confidence for the sole purpose of consideration of the statement of work and services described herein and may not be used for any other purpose. It shall be held in safe custody and shall not be published or disclosed, wholly or in part, to any other party without Applicable's prior written consent.

### 5.2 Document Details

Document Owner: Cloud Services Team Manager

Change History:

Version	Date	Author	Details of Change
0.1	23/10/2017	Hannah Bourne	Initial Document
0.2	23/10/2017	Ryan Pickering	Updated Skills and capabilities
1.0	18/4/2018	Ryan Pickering	Set Capabilities
2.0	18/12/2018	Dan Bailey	Updated to reflect DEC-2018 requirements - current KSA inclusions and updated capabilities and capability levels.
2.1	8/2/19	Ryan Pickering	Slight rewording of skills

Table 2 Version Control