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**Senior Cloud Specialist**

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| **Job grade** | **Level 5 Management / SME**  | **Reports to** | **Infrastructure Lead** |
| **Directorate** | **Business Services** | **Function** | **ICT** |
| **Contract**  | **Permanent**  | **Location** | **London Zoo and occasionally Whipsnade Zoo** |

**Our vision and mission**

The Zoological Society of London (ZSL) is an international conservation charity, driven by science, working to restore wildlife in the UK and around the world. Our vision is a world where wildlife thrives and every role, every person in every corner of ZSL has one thing in common – we are all conservationists, and passionate about restoring wildlife.

**Purpose of the role**

The Senior Cloud Specialist is responsible for the cloud and digital systems for ZSL and conservation projects globally. This role is also responsible for rolling out new technologies and key deliverables and ensuring that organisational objectives are implemented within project timelines. This role will manage the stability, security, and continuous improvement of our hybrid cloud infrastructure. It may require developing and realigning IT systems to meet ZSL strategic goals. These projects may require the specialist to lead in their implementation or to provide subject matter expertise to a wider team.

The Specialist must ensure that the cloud infrastructure not only meets current needs but also aligns with the ZSL 200 vision and future business strategy. This requires a strategic outlook, understanding of organisational goals, and proactive planning to ensure technology supports these ambitions. The specialist will support approximately 1200 users, primarily in the UK, with additional users worldwide involved in leading science and conservation projects.

**Key responsibilities**

As a subject matter expert, the Senior Cloud Specialist is responsible for:

**Infrastructure Management:** The Senior Cloud Specialist is directly accountable for the health, performance and security of our hybrid cloud infrastructure. This includes proactively managing Azure, M365, Exchange, Entra and other cloud based and on-prem systems.

**Automation and Scripting:** Utilize a range of technologies including PowerShell to automate routine tasks and improve the operating efficiency and management of our systems.

**Project Leadership:** Lead and participate in cloud related projects, ensuring they are completed on time, within scope, and budget. This involves collaboration with senior management, cross-functional teams, and third-party vendors.

**Knowledge Sharing:** The specialist is responsible for creating and maintaining comprehensive documentation and sharing knowledge with the ICT and Digital team. This ensures that best practices are followed, and team members are equipped to support the cloud environment effectively.

**Escalation Support:** Act as the point of escalation for complex technical issues from 1st and 2nd line support teams, providing 3rd line expert resolution promptly.

**Client Interaction:** Maintain strong relationships with stakeholders, understanding their ICT and Digital needs. Delivering solutions that enhance our operational capabilities. Collaborate with Senior management to contribute to the overall strategy and deliver solutions that meet their annual targets or KPI’s.

**Research:** Have a curiosity to investigate and provide recommendations on issues or new requirements to enhance ZSL’s infrastructure. Work closely with the ICT lead team to deliver demonstrable benefits to our user base.

**Security:** Work closely with the Cyber Security team and wider Data Protection functions to keep ZSL safe. Maintain our current accreditations (e.g. Cyber Essentials Plus and PCI) plus others that are required by the business.

**Troubleshoot:** Be proactive and take ownership of ICT and Digital issues to successful resolution. Able to extract and interpret detailed diagnostic information (e.g. logs) to inform the resolution of issues.

*The duties and responsibilities described are not a comprehensive list and additional tasks may be assigned from time to time that are in line with the role.*

**Person Specification**

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| **Experience** |
| Essential | * Degree in technical subject or industry standard certificates.
* Proven experience as a Cloud Specialist.
* Proven experience of managing Hybrid ICT and Digital estates (including Azure environments).
* Proven experience of managing M365, Sharepoint, Onedrive, Teams and InTune.
* Ability to work independently or collaboratively within a team.
* Ability to design, plan, implement and operate efficiently ICT and Digital Infrastructure to meet the needs of business units.
* Ability to contribute and author company written reports and policies.
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| Desirable  | * Experience of other operating systems such as MacOS and Android.
* Virtualisation technology such as VMWare.
* Storage systems (e.g Synology, Netapp, Qnap, etc).
* Experience of SCCM.
* Experience of horizon scanning for new solutions, techniques and technologies.
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| **Knowledge and skills** |
| Essential | * Extensive knowledge of hybrid cloud operations and management, including Azure.
* Active Directory, Entra, DNS, DHCP, Radius and Group Policy.
* Windows Server 2016 operating systems and above.
* Windows 10/11.
* In-depth knowledge of M365 administration and governance, including MFA & SSO.
* Knowledge of cloud security best practices, compliance regulations, and security tools.
* TCP/IP, UDP, VPN and other current network protocols.
* Scripting in Windows Powershell and Software Distribution.
* Microsoft Licence management.
* Experience of managing cloud billing, optimizing spend across the ICT Estate, and reporting savings opportunities.
* Patch management and system upgrades.
* Working knowledge of Microsoft SQL.
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| Desirable | * Microsoft InTune configuration management.
* Microsoft Autopilot
* Veeam
* Mimecast
* Data Backup and Recovery.
* IOS and Android management and support.
* Palo Alto & Cisco firewalls.
* Administration of High-Performance Compute (e.g. Nvidia DGX H100 or similar architectures).
* Familiarity with management of Aruba networks including Aruba Central.
* Working knowledge of Linux.
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| **Additional requirements** |
| Essential | * This post requires occasional work during evenings and/or weekends.
* Travel will be required on occasion to other ZSL and partner sites.
* Strong commitment to creating a culture that lives ZSL values and commitment to safeguarding, equality and diversity (collaborative, inspiring, inclusive, innovative, impactful and ethical).
* To comply with and promote Health and Safety policies and procedures.
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