**Azure Cloud Specialist**

**Job Description**

**Role Purpose:**

The Azure Cloud Specialist will play a crucial role in the Multi Academy Trust's digital transformation journey. As an expert in Microsoft Azure, the specialist will be responsible for designing, implementing, and managing the Trust's cloud infrastructure to support its growth and digital innovation goals.

The specialist will work closely with various stakeholders, including IT staff across the schools, to understand their needs and ensure the cloud solutions provided are effective, secure, and scalable. The role involves staying updated with the latest developments in Azure cloud technologies and applying this knowledge to improve the Trust's IT systems and processes.

Key responsibilities include migrating existing on-premises applications to the Azure cloud, developing new cloud-native applications, ensuring data security and compliance, optimizing cloud resources for cost-effectiveness, and providing technical support and training to other IT staff.

The Azure Cloud Specialist will be instrumental in fostering a cloud-first culture within the Trust and ensuring our schools can leverage the benefits of cloud technology to enhance teaching and learning outcomes. This role is pivotal to the Trust's mission of providing a high-quality education that is accessible, inclusive, and enriched by technology.

The successful candidate will be able to travel as needed to any of our academies or offices for meetings and project planning & implementation.

**Key Accountabilities:**

Reporting to the National IT Services Manager, this post holder will be accountable for

1. **Solution Implementation and System Optimization:**

Implement new applications and enhance existing systems for optimal performance.

Collaborate closely with Academies and IT teams to apply Microsoft best practices in design and security.

Manage capacity requirements and document configuration details, ensuring efficient system design.

Maintain comprehensive documentation of all changes to existing systems.

1. **Process Enhancement and Security Measures:**

Identify areas for improvement based on technical analysis and propose effective solutions.

Work collaboratively with IT teams to implement and enforce security measures, adhering to Microsoft best practices.

Ensure IT continuity plans, technology, and tools uphold data integrity, security, and access.

1. **Cloud Strategy and On-Premises Migration:**

Develop and implement a comprehensive strategy for a cloud-first environment, aligning with the MAT’s educational objectives.

Lead the migration of on-premises infrastructure to the cloud in coordination with IT teams, ensuring a seamless transition and optimizing resource utilization.

Leveraging Subject Matter Expertise:

Act as the Subject Matter Expert (SME) for Azure and other relevant Microsoft technologies.

Ensure seamless integration of these technologies within the educational environment.

1. **Leveraging Microsoft Education Ecosystem:**

Provide expertise in getting the most out of the Microsoft Education Ecosystem.

Utilize tools such as Microsoft Teams, OneNote, and SharePoint to enhance the learning experience.

Collaborate with educators to implement Azure-based solutions that facilitate remote learning, such as deploying virtual desktops for students and teachers.

1. **Project Management and Communication:**

Plan and prioritize work to meet deadlines and targets, representing Infrastructure at team, department, and supplier meetings.

Collaborate effectively with IT teams to communicate service outages and ensure smooth project execution.

1. **Technical Leadership and Collaboration:**

Assume the role of a Cloud Architect for our Azure and Office 365 environments.

Design and implement robust, scalable, and secure cloud solutions aligned with industry best practices.

Architect solutions for remote learning, including virtual classrooms, content delivery, and student collaboration.

1. **Migrating New Schools to Our Single Tenant:**

Advise on the process of migrating new schools’ cloud environments into our existing Azure and Office 365 tenant.

Define governance policies, access controls, and resource management guidelines for the consolidated tenant.

Develop and deliver a migration strategy that ensures minimal disruption to educational services during the transition.

Coordinate data migration from legacy systems to our centralized cloud environment.

1. **Azure Active Directory (Azure AD) Identity Management:**

Manage Azure AD identities, including user provisioning, authentication, and access controls.

Implement Entra Identities and ensure seamless integration within the educational environment.

Adhere to Microsoft best practices for identity management and security.

1. **Continuous Learning and Skill Development:**

Stay current with Azure and Office 365 updates, certifications, and emerging trends.

Provide training sessions to IT staff and educators on cloud technologies and best practices.

**Technical Skills:**

1. **Azure Infrastructure and Services:**

Proficiency in deploying, managing, and scaling VMs in Azure and a solid understanding of cloud & on premise hybrid environments.

Understanding of virtual networks, subnets, security groups, and VPN configurations.

Knowledge of Azure Blob Storage, Azure Files, and Azure Disk Storage.

Ability to create and manage resources using ARM templates.

1. **Azure Active Directory (Azure AD) and Identity Management:**

Experience with Azure AD user management, single sign-on (SSO), and multi-factor authentication (MFA).

Familiarity with managing Entra Identities for seamless integration within the educational environment.

Implementing role-based access control (RBAC) and managing directory roles.

Regularly review and update identity management polices to adapt with changing security threats

1. **Microsoft Endpoint Management:**

Expertise in deploying laptop and desktop operating systems, software packages, and managing device policies using Microsoft Intune.

Proficiency in managing software distribution, updates, and compliance through Configuration Manager (MECM).

Knowledge and expertise of Mobile Device Management (MDM) solutions for mobile devices.

1. **Microsoft Office 365 and Collaboration Tools:**

Understanding of Microsoft Teams for collaboration, virtual classrooms, and communication.

Utilization of OneNote and SharePoint for content sharing, document collaboration, and knowledge management.

Management of email services and mailbox configurations through Exchange Online including the management of address book policies.

1. **Azure Security and Compliance:**

Implementation of security policies, threat detection, and monitoring using Azure Security Centre.

Ensuring compliance with organizational standards through Azure Policy and Blueprints.

Knowledge of data encryption at rest and in transit.

1. **Scripting and Automation:**

Proficiency in writing PowerShell scripts for automation and management tasks.

Familiarity with the Azure CLI for command-line interface resource management.

1. **Networking and Wireless Solutions:**

Understanding of wireless networking principles, including SSIDs, security protocols, and access points.

Configuration of VPN connections for secure remote access.

1. **Project Management and Communication:**

Leadership in cloud migration projects, ensuring successful execution.

Effective communication and collaboration with IT teams, school administrators, and educators to convey technical information clearly.

1. **Continuous Learning and Certification:**

Keeping up-to-date with Azure and Office 365 updates, certifications, and emerging trends.

Pursuing relevant certifications such as Microsoft Certified: Azure Administrator Associate or Microsoft 365 Certified: Modern Desktop Administrator Associate.

1. **Problem-Solving and Troubleshooting:**

Analytical skills for effective troubleshooting of complex technical concepts.

Identification of opportunities for cost savings and resource optimization.

Your role is pivotal in transforming education through efficient and secure cloud adoption. If you are ready to make a significant impact in the educational technology landscape, we invite you to join our team at E-ACT Multi Academy Trust.

Undertake any other duties appropriate to the grade of the post as requested by your Line Manager

E-ACT is committed to safeguarding and promoting the welfare of its students and expects all employees and volunteers to share in this commitment.

**Azure Cloud Specialist**

**Person Specification**

Whether you’re a 3 year old in nursery learning to explore the world around you, an 18 year old preparing to go to university, a new teacher understanding the demands of the job, a Head Teacher leading the learning in your academy, a member of the regional team ensuring efficient and effective operations or a trustee scrutinising and challenging the CEO, we want every single person within E-ACT to be driven by three core values:

* We want everyone to ***think big*** for yourselves and for the world around you;
* We want everyone to ***do the right thing*** in everything you do, even when this means doing something that’s hard, not popular or takes a lot of time;
* We want everyone to show strong ***team spirit***, always supporting and driving your team forward

We really believe that if we all do the right thing, support our teams and we all think big, believe big, act big, then the results will be big too!

**This means that if you want to be part of E-ACT, you need to be able to embrace and embody these values in all that you do.**

**OUR VALUES**

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| --- | --- |
| **Thinking Big** | * Show energy, enthusiasm and passion for what you do.
* Demand the highest quality in all that you do, and in the work of your team.
* Willing to champion new ideas and think beyond the status quo.
* Show an ability to think creatively and ‘outside of the box’ in your area of expertise, continually seeking improvements in what you do to make the organisation better.
* Be open to new ideas and change where it will have a positive impact on the organisation.
* Show a willingness to embrace different ideas and ways of thinking to improve E-ACT
* Ability to ‘look outside’ – to continually learn about innovations in your field, new ways of doing things, and bring that learning into your work.
* Commitment to self-development, and developing your wider Team.
* Ability to self-reflect on yourself, your performance, and to think about how this could be improved further.
* Ability to encourage ideas from others in order to improve the organisation and build your team’s confidence
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| **Doing the Right Thing** | * Have integrity and honesty in all that you do.
* Make decisions that are based on doing the right thing, even when this means that they’re unpopular or will lead to more work.
* Take responsibility and ownership for your area of work.
* Have difficult conversations or deliver difficult messages if that’s what’s required to do the right thing by our pupils.
* Be transparent and open.
* Be resilient and trustworthy.
* Stand firm and stay true to our mission.
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| **Showing Team Spirit** | * Understand how you can have a greater impact as a team than you can as an individual.
* Understand how you are part of your immediate team but also a much wider organisational team, in working towards our mission.
* Recognise that everyone is important within E-ACT, and show an ability to build strong working relationships at every level.
* Recognise and celebrate the success and achievements, no matter how small, of your colleagues
* Be generous with sharing your knowledge to help to develop others.
* Understand and be willing to receive suggestions and input on your area of work from others.
* Support your colleagues, even when this means staying a little later, or re-prioritising some of your work.
* Be aware of other peoples’ needs and show an ability to offer genuine support.
* Show an awareness and respect for peoples’ differences, and recognise how different characteristics and personal strengths build dynamic and great teams
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**KNOWLEDGE, EXPERIENCE & SKILLS**

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| **Requirement** | **Assessed at** |
| **E –** Essential | **A –** Application Stage |
| **D –** Desirable | **I –** Interview Stage |
|  | **P –** During the probationary period |

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|  |  | **E** | **D** | **A** | **I** | **P** |
| **Organisational Fit** | Thinking Big | X |  | X | X | X |
| Doing the Right Thing | X |  | X | X | X |
| Showing Team Spirit | X |  | X | X | X |
| **Knowledge** | Relevant professional certifications, such as Microsoft Certified: Azure Solutions Architect Expert or Microsoft Certified: Azure Administrator Associate, are highly desirable. |  | X | X | X |  |
| Relevant degree |  | X | X | X |  |
| A high-level knowledge of software and hardware e.g., Microsoft office, networking software, modems, internet, etc | X |  | X | X | X |
| Sound Knowledge of Microsoft server and Azure Cloud operating systems and infrastructure | X |  | X | X | X |
| Knowledge of MS applications including Exchange, Active Directory, IIS, ISA, Proxy Server, Office 365, Azure etc | X |  | X | X | X |
| Knowledge and understanding of ITIL processes and procedures | X |  | X | X | X |
| Awareness of current IT issues and trends | X |  | X | X | X |
| Knowledge and understanding of GDPR and other related legislation | X |  | X | X | X |
| Knowledge of ICT Help Desk systems, call logging and resolution | X |  | X | X | X |
| Knowledge of fault identification and resolution | X |  | X | X | X |
| Strong understanding of best practice in cloud security design and implementation.  | X |  | X | X | X |
| **Experience** | At least 5 years’ experience of working in a cloud IT environment | X |  | X | X | X |
| Previous experience in a similar role, particularly in an educational setting, is highly beneficial. | X |  | X | X | X |
| Experience with other cloud platforms like AWS or Google Cloud can also be advantageous. |  | X | X | X | X |
| Experience of managing projects | X |  | X | X | X |
| Experience of delivering an excellent customer service experience to stakeholders. | X |  | X | X | X |
| **Skills** | Azure Cloud Expertise: Deep understanding of Azure cloud services, (especially in hybrid cloud environments) including Azure Active Directory, Azure DevOps, Azure Logic Apps, Azure Functions, and more. | X |  | X | X | X |
| Cloud Migration: Experience in migrating on-premises services and applications to the Azure cloud. | X |  | X | X | X |
| Cloud-Native Development: Ability to develop new applications specifically for the cloud environment. | X |  | X | X | X |
| Data Security and Compliance: Knowledge of data security principles and regulations relevant to cloud-based systems. | X |  | X | X | X |
| Cost Optimization: Ability to optimize the use of cloud resources to manage costs effectively. | X |  | X | X | X |
| Networking: Understanding of network and web protocols, IP networking, and internet routing. | X |  | X | X | X |
| Communication: Excellent communication skills to effectively communicate and collaborate with various stakeholders and explain complex technical concepts in simple terms. | X |  | X | X | X |
| Project Management: Ability to manage multiple projects simultaneously and meet deadlines. | X |  | X | X | X |
| Ability to understand a range of organisational and technical procedures and the ability to disseminate to other staff | X |  | X | X | X |
| Ability to analyse, monitor, evaluate and make recommendations on technical information and issues | X |  | X | X | X |
| Ability to work flexibly across multiple sites, manging multiple priorities and workloads. | X |  | X | X | X |
| Ability to work effectively within a team and foster a supportive working environment  | X |  | X | X | X |
| Ability to organise and prioritise own workload and work to deadlines especially during periods of pressure  | X |  | X | X | X |
| Ability to deal with a wide range of stakeholders using multiple forms of communication  | X |  | X | X | X |
|  | Driving licence and ability to travel to any of our sites for meetings and to support project delivery and integration as required. | X |  | X | X | X |