



#### VACANCY - 1170

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|-----------------|---|----------------------------------|
| REFERENCE NR    | : | VAC00540/21                      |
| JOB TITLE       | : | Senior Cloud Operations Engineer |
| JOB LEVEL       | : | D2                               |
| SALARY          | : | R 620 597 – R 930 895            |
| REPORT TO       | : | Technical Manager: CFI Cloud     |
| DIVISION        | : | ITI Hosting Operations           |
| DEPARTMENT      | : | ITI Hosting                      |
| LOCATION        | : | SITA Erasmuskloof                |
| POSITION STATUS | : | Permanent (Internal & External)  |

#### Purpose of the job

To support and maintain cloud-based systems, involving different technologies, hardware, storage, networking equipment, and other software technologies deployed on various cloud variants. This includes managing integration of various cloud variants, monitoring of performance metrics, troubleshooting, and system optimisation. Onboarding and configuration of new clients based on the approved designs and cloud best practice architecture. Provide advice and best practices to cloud operations including formulating operations guides and procedures.

#### Key Responsibility Area

- To lead the implementation of integrated Cloud Services Delivery/operational plan in order to achieve the objectives in line with ITI Hosting strategy to ensure the achievement of SITA Corporate objectives, in line with enterprise policies and legal requirements.
- To define, analyze, plan, measure and improve all aspects of the availability of IT services. Availability Management is responsible for ensuring that all IT infrastructure, processes, tools, roles etc. are appropriate for the agreed availability targets. Contribute (relationship with Cloud Strategy Team and other LoBs) to the success of building and maintaining a world-class infrastructure, with key objectives in the areas of availability, capacity, scalability, performance, inclusive of adopting new technologies and security management.
- Ensure end-to-end systems infrastructure design, capacity planning and performance management, identifying opportunities for automation, cost savings, and service quality improvement.
- To advise clients and stakeholders on best practices and trends for optimal Cloud alignment with the client's strategy. To manage risks that could seriously impact IT services and mitigate the risk of events to an acceptable level and planning for the recovery of IT services.
- To liaise with the Technical Manager should be designed to support Business Continuity Management. Establish and maintain positive working relationships with all stakeholders and customer communities, business partners, CSPs and third-party organizations.
- Ensure strict compliance with security measures and procedures.
- To review and apply that those measures and procedures are regularly maintained and tested.

## Qualifications and Experience

**Minimum:** 3-year National Diploma / Degree in ICT/Engineering - at least NQF level 6 or a verified / certified alternative equivalent @ NQF Level 6.

**Certification:** Huawei Certification on Cloud Computing HCIP or higher.

**Experience:** 6+ Years of advanced experience in Windows/Linux -based server environments, Huawei, OpenStack environments.

Must have knowledge and experience in Cloud computing, Backup and DR policies, Multi Cloud, ELB and Storage provisioning.

Have proven expertise in IT project delivery with a proven track record of completing tasks and projects on time and at high quality.

## Technical Competencies Description

**Knowledge of:** Huawei CMP Advanced Fusion Compute Virtualization Fusion Sphere OpenStack. ServiceOM Manager backup. Manager eReplication. Fusion Storage. Fusion Compute Storage Virtualization Fusion Compute Network Virtualization Cloud Server Backup Service. Cloud Server Disaster Recovery Service. Elastic Load Balancer Elastic IP. Virtual Firewall Virtual Private Cloud Fusion Compute VM Provisioning and Management Fusion Compute Routine Maintenance and Troubleshooting Containers All Operating systems – Windows, Linux Hyper-V hypervisor VM-Ware hypervisor IT Security standards and practices. Service management principles A solid understanding of cloud and service performance metrics and tools is highly desirable, to understand key performance indicators and their impact on performance Enterprise application architectures and cloud technologies, Cloud based architecture design (such as computing, network, storage, database, and security) Cloud native application architecture design. Ability to communicate with all levels, including senior management and customers of all types of technical backgrounds Ability to interpret technical documents and provide detailed solutions. Strong understanding of the Linux operating system SITA Governance & Policies ISO standards Risk Management Quality Management Various and relevant legislations.

## Other Special Requirements

N/A

## How to apply

To apply please log onto the e-Government Portal: **[www.eservices.gov.za](http://www.eservices.gov.za)** and follow the following process;

1. Register using your ID and personal information;
2. Use received one-time pin to complete the registration;
3. Log in using your username and password;
4. Click on "Employment & Labour";
5. Click on "Recruitment Citizen" to create profile, update profile, browse and apply for jobs;

Or, if candidate has registered on eservices portal, access [www.eservices.gov.za](http://www.eservices.gov.za), then follow the below steps:

1. Click on "Employment & Labour";
2. Click on "Recruitment Citizen"
3. Login using your username and password
4. Click on "Recruitment Citizen" to create profile, update profile, browse and apply for jobs

For queries/support contact [egovsupport@sita.co.za](mailto:egovsupport@sita.co.za) OR call 080 1414 882

**CV`s sent to the above email addresses will not be considered**

**Closing Date: 11 October 2023**

**Disclaimer**

SITA is an Employment Equity employer and this position will be filled based on the Employment Equity Plan. Correspondence will be limited to shortlisted candidates only. Preference will be given to members of designated groups.

- If you do not hear from us within two months of the closing date, please regard your application as unsuccessful.
- Applications received after the closing date will not be considered. Please clearly indicate the reference number of the position you are applying for.
- It is the applicant's responsibility to have foreign qualifications evaluated by the South African Qualifications Authority (SAQA).
- Only candidates who meet the requirements should apply.
- SITA reserves the right not to make an appointment.
- The appointment is subject to getting a positive security clearance, the signing of a balance scorecard contract, verification of the applicants' documents (Qualifications), and reference checking.
- Correspondence will be entered to with shortlisted candidates only.
- CV`s from Recruitment Agencies will not be considered.