Position Description

AWS Cloud Engineer

The Cooperative Bank

Our purpose

Our long-term aspirations are to develop more long-term value-based relationships with our customers, and for our people to grow and develop so that they are better off working at the Co-operative.

Our values

Our values represent who we are, how we think, and how we behave to bring these to life every day. You'll demonstrate behaviours that define our core values and support an inclusive culture with a strong teamwork spirit.

About the team

The Cloud Platform (CP) Team forms the backbone of the broader Technology & Change Team's journey into the cloud. With sleeves rolled up, we provision and support the foundations on which other teams build their industry-leading solutions. We have both the mandate and desire to adopt cloud-native services and DevSecOps practices to support the Bank's hybrid cloud/on-premise workloads.

Purpose of this position

This role sits within the Cloud Platform Team and wider Technology & Change business unit.

The purpose of the AWS Cloud Engineer is to participate in the provisioning, maintenance and enhancement of resources and standards in the cloud as one of the Banks subject matter experts (SME) for cloud infrastructure & services.

Position reports to: Head of Cloud Platform & Services

Challenges and opportunities of this role

This role has key responsibilities in delivering and supporting cloud solutions in AWS, as well as having some interaction with our on-premises world.

Creating a Great Cloud Platform: Our AWS landscape is constantly evolving. Delivering scalable, secure, and flexible cloud solutions to meet the needs of our internal customers results in ongoing change that we need to manage.

Championing the Journey: The Cloud Platform team owns the vision of what Cloud means at the bank. It's up to us to craft that vision and share it across the business to bring everyone together on the journey to a cloud-native future.

Innovation: Constantly challenging the status quo and bringing fresh ideas into delivery – not only what we do, but also how we do it – can be confronting. (This seems fragmented/incomplete)

Agility and Diversity: The Cloud Platform team is small. We must be able to diversify our skill sets to meet challenges as we encounter them. There's a lot to learn and a lot to do. You will be expected to quickly exercise agility to pivot and adapt with plenty of opportunities to stretch ourselves.

Embracing the Future: We have migrated some legacy systems to the cloud, that anchor us in old technologies and ways of thinking. Pivoting away from how we've always done it and choosing how could it be done better brings many challenges.

How you will contribute:

What you'll do	Success will mean
Cloud Services and Solutions	

Work as part of the team to deliver cloud-native solutions:
• Cloud Infrastructure:
  - As Code (IaC) using CloudFormation and Terraform
  - XaaS
  - Security
  - Networking
• Platform Solutions:
  - Automation
  - Environment & application monitoring
  - Cloud standards
• On-premise and hybrid cloud system integration.
• Adherence to Business Continuity best practices.
• Solution cost analysis and tracking
	• Collaborative delivery of solutions to meet business needs across multiple operational environments, systems, and toolsets.
	• Usable and responsive systems for users and customers that reflect and align with industry best practices.
	• Robust, best fit, and cost-effective delivery to meet the constantly expanding needs of the business.
	• Ensuring business objectives are mapped with relevant supporting technology and environments.

What you'll do	Success will mean
Cloud Operations (BAU)	
Collaborate in the enhancement and delivery of ongoing support of cloud-based infrastructure, platforms, and systems: • Operationally support our in-house Digital applications that run in the cloud including integrations with the on-premises components. • Investigate appropriate monitoring tools to meet the Bank's needs. Implement, customise, and provide ongoing maintenance and integration into our BAU world. • Provide prioritised 3rd level support, including appropriate vendor escalation. • Log and triage relevant performance and security activities and issues that may arise. • After-hours support to assist in-house and 3rd-party teams with live incidents.	• Reliable cloud, including hybrid and on-premises systems and application services are consistently delivered 24 x 7 to our customers and teams. • The Bank's compliance status is constantly enhanced to close out roadmap gaps. • Cohesive, well-documented processes and procedures ensuring secure systems are introduced to our environments and maintained ongoing. • Implementing prioritised tasks to meet hard timelines. • Potential issues are avoided through pre-emptive identification and avoidance. • Where problems/issues do occur, they are rapidly diagnosed and triaged.
Access & Vulnerability Management	
• Contribute to the implementation and the ongoing maintenance and management of perimeter access to the Banks cloud environments. • Assist in the remediation of any adverse findings from vulnerability scanning and intrusion detection monitoring or abnormal behaviour detection. • Server & infrastructure operating systems, 3rd party software and firmware are regularly patched.	• Internal scans and security pen-testing findings are addressed per prioritised tasks – no medium or higher-level category findings remain. • Server software & operating systems are maintained to the latest available levels. • Vulnerabilities are quickly and appropriately remediated – Security levels 4 & 5 are consistently managed within the Bank's <= 30 days criteria. • Daily focus and review of logs and proactive identification of breaches and vulnerabilities ensures a high degree of confidence in the Bank's security posture. • Network perimeter security is appropriately managed to ensure protection against malicious attacks such as DDOS.
DevSecOps	
• Collaboration between the Operations, InfoSec and Development teams to continuously develop DevSecOps practices.	• Provides input to and deploys Cloud Platform solutions/resources in line with architectural direction.

What you'll do	Success will mean
• As part of the team explore new ways of doing things while expanding knowledge and challenging the status quo. • Learning about and contributing to the bank's implementation of containerisation technologies such as Docker & Kubernetes. • Understand, maintain, and enhance CI/CD pipelines for automated deployments. • Focus on automation where appropriate. • Ensuring a secure approach to everything is baked into all areas of the development lifecycle and outputs going forward.	• Collaboration across development and operations support teams ensuring we build, test, deploy and monitor applications per SDLC. • Business opportunities and better user experiences are realised faster through safe, reliable, and shorter development lifecycles. • Deployments will be more rapid with less friction, lower risks, and a higher rate of successful outcomes. • 'Secure by Design' is implemented and maintained, thereby ensuring security is continually in place to the highest level.
Cross Team Collaboration	
• Contribute to a cohesive environment between both internal and external teams. • Enforcing the bank's standards on products and services supplied by 3rd party vendors and internal consumers. • An operational understanding of the contractual delivery and on-going support commitments of our vendors. • Liaising and working with vendors to ensure the best outcomes for the Bank.	• Collaboration between internal teams is critical and supporting and directing Project Managers and Product Owners is key. • Costs are monitored and managed with potential excesses escalated where appropriate for approval. • Ongoing BAU support is monitored with agreed SLA's consistently met and issues raised and managed appropriately. • Vendors deliver products and services as agreed with the Bank to the levels and timelines agreed.
Healthy and safe work environments	
• Follow all health and safety policies, standards, emergency procedures and plans. • Participate in health and safety activities, training and meetings as required. • Reports hazards, near misses, injuries, incidents, and ideas for continuous improvement. • Cease work if an unsafe situation arises and seek assistance.	• Having healthy and safe ways of working. • All workers feel empowered to and aware of opportunities to participate in health and safety activities. • Our people can easily report hazards, near misses, injuries, incidents, and ideas for continuous improvement. • Workers stop work if they feel unsafe and connect with their people leader or other workers for assistance.

What you'll do	Success will mean
Other accountabilities	
• Works collaboratively with other members of the Technology Team. • The Co-operative Bank values are represented in the way that we work with each other to deliver outcomes.	• Teamwork is well-integrated and team goals are achieved. • Demonstration of behaviours that define our core values.

Decision making and responsibilities

a) Decisions and/or financial accountabilities:

- Deploy infrastructure solutions as part of your daily activities.
- Innovate and contribute to our standards and practices.

b) Actions and decisions that are recommended to a higher level of management for approval:

- Enhancements to current standards
- Training requests
- 3rd party vendor recommendations

Qualifications and experience

Required

- 2+ years' experience developing for, and operationally supporting a commercial AWS environment.
- Demonstrable experience working in an agile environment, actively participating in BAU and project related work across multiple squads and deliverables.
- Experience working on large projects under tight deadlines with complex requirements and integrations.
- Excellent verbal and written communications

Desired

- 1+ AWS Associate-level certification
- Professional experience operating under Kanban practices.
- Working experience with hybrid computing environments

Skills and attributes

Technical Skills

- Experience with AWS cloud-based technologies in a professional capacity.
- Infrastructure-as-Code technologies.

- Practical understanding of software development best practices, including SDLC.
- Development experience with at least one programming language, i.e., Python, C# in a professional capacity.
- Scripting experience, i.e., Bash, PowerShell.
- Automated deployment practices, CI/CD, multi-environment, unit-testing.
- Strong experience of working with medium to large computing fleets using modern toolsets.
- Interfacing to systems and technologies.
- Experience working on medium-large/complex projects to a deadline, either individually or as a team.
- Cyber security awareness.

Conceptual Skills

- A drive to learn technologies and skills, as well as our current and planned architecture.
- Ability to work with others to implement effective solutions using good analytical and problem-solving techniques.
- Support the adoption of DevSecOps through use of better tools, processes, and architectural improvements.
- Capable of implementing end-to-end solutions using existing standards and patterns as directed.

Personality Attributes

- Takes personal responsibility for achieving results.
- Superior customer service ethic
- Honest
- Sense of humour
- Attention to detail.
- Committed to continual personal development.