POSITION TITLE: GRADUATE CLOUD SYSTEMS ENGINEER, QRISCLOUD

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<thead>
<tr>
<th>Company name:</th>
<th>Queensland Cyber Infrastructure Foundation (QCIF) Limited</th>
<th>Address:</th>
<th>Level 5, Axon Bldg 47 University of Queensland St Lucia QLD 4072</th>
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<tbody>
<tr>
<td>Start Date:</td>
<td>2 November 2015</td>
<td>End Date:</td>
<td>30 October 2016</td>
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<td>Supervisor name:</td>
<td>Robert Bull</td>
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COMPANY BACKGROUND

- QCIF delivers data-intensive digital infrastructure and services to enhance and accelerate Queensland research and innovation and its applications in industry, government and the community.
- QCIF operates a cloud infrastructure known as QRIScloud and contributes to the establishment of other high-performance IT infrastructure for research in Queensland.
- Working closely with researchers, research communities and commercial organisations seeking to apply the outcomes of research, QCIF enhances research excellence by encouraging and assisting its users to harness and exploit the latest digital services, without their needing a deep knowledge of information technology.
- As a not-for-profit company QCIF is structured as a consortium formed and governed by the six leading universities in Queensland\(^1\). QCIF is one of eight nodes providing integrated national research infrastructure.

POSITION OVERVIEW AND RESPONSIBILITIES

- The primary purpose of this role is to undertake routine operations and development tasks for the QRIScloud infrastructure platform including compute, storage and other underpinning monitoring, access management and security systems.
- Duties and responsibilities include, but are not limited to:
  - Supporting QRIScloud computing and storage resources including OpenStack federated, cloud compute infrastructure and terabyte scale storage systems
  - Providing Tier 2 user support as part of a maturing service management approach
  - Assisting Linux systems administration and maintenance
  - Writing and/or modifying system scripts as required
  - Assisting management of a Storage Area Network (with appropriate guidance)
  - Resolving software and system errors with the assistance, when necessary, of more experienced staff or vendor support sections
  - Liaising with vendors to effect warranty repairs in a timely manner
  - Deploying and optimising client virtual machines and applications
  - Writing documentation for technical and non-technical audiences

KEY SKILLS AND ATTRIBUTES REQUIRED

**Qualifications**
- Bachelor Degree with significant computing component (or equivalent), good results; OR an equivalent combination of experience, education and training (essential).

**Essential Skills and Attributes**
- Breadth of general computing knowledge.
- Effective oral and written communication skills.
- Good time management skills and an organised and methodical approach to tasks including the ability to pay attention to detail.
- Sound Linux systems administration skills.

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\(^1\) CQ University, Griffith University, James Cook University, QUT, The University of Queensland, University of Southern Queensland and with the University of the Sunshine Coast as an Associate Member.
• Good knowledge of networking and security fundamentals.
• Demonstrated experience in providing good customer service.
• Demonstrated ability to work collaboratively with colleagues.
• High level communication, inter-personal and communication skills.
• Self-motivated and able to work to objectives and follow established procedures accurately — either independently or as a member of a small team.

Desirable
• Knowledge of cloud computing and virtualisation technology.
• Some knowledge of windows server administration.
• Some knowledge in areas such as grid computing, middleware, databases, web technologies and server-client computing.
• Experience in use and support of cloud and virtualisation technology.
• Demonstrated effective problem solving skills with the ability to perform research or liaise with others to develop solutions for complex problems and user requirements.
• Demonstrated experience in effective programming and scripting in a systems administration environment, including experience in automating systems administration tasks.
• Knowledge of IT service management principles.
• Experience with Hierarchical Storage Management.
• Experience in the management of Storage Area Networks
• Project management knowledge, particularly agile delivery methods.
• Demonstrated experience supporting academic research.

OTHER INFORMATION (LOCATION, HOURS, DAYS PER WEEK, PAYMENT ETC)

• The position will be based within the QRIScloud Service Operations Team which is co-located with the UQ Research Computing Centre at UQ, St Lucia.

• The position will generally be required to work 36.25 hours per week during standard business hours.

• There may be a requirement to work outside business hours to perform scheduled maintenance or implementation work, participate in extended hours Tier 2 support activities and assist service restoration in the case of major outages.

OTHER COMMENTS

• You will be working with highly skilled technical and service delivery resources in a dynamic environment that is regularly introducing new service offerings while ensuring system performance and reliability meet customer expectations for production quality research services.

• You will be working on state of the art cloud computing and storage platforms used by commercial cloud service providers while participating in leading edge application of these platforms in the Australian Research Cloud, one of only a few, federated cloud platforms in the world.

• You will apply your growing knowledge of information technology by supporting and improving QRIScloud services for researchers across a diverse range of disciplines to enhance and accelerate Queensland research and innovation applications in industry, government and the community.

• Your day to day job will involve providing your technical expertise (as part of a team), being an effective communicator and delivering quality service to colleagues and users. You will learn how to make judgment calls and prioritise your delivery tasks and support calls, maximise your effectiveness, continually develop your capabilities, and keep up with new cloud platform products and technologies in order to evolve as a cloud services professional.