



National Student Financial Aid Scheme

## Job Specification & Recruiting Profile of Vacancy

25 August 2023

The following vacancy exists at NSFAS in Cape Town.

<b>Position</b>	Senior Cloud SysOps Engineer (Senior Systems Engineer) x 2	<b>Type &amp; Grade</b>	Permanent – C4
<b>Vacancy No</b>	19 of 2023/24	<b>Department &amp; Unit</b>	ICT - Technology

### POSITION OVERVIEW:

The main purpose of a Cloud SysOps Engineer is to ensure the efficient management, maintenance, and optimization of NSFAS cloud infrastructure platforms. The role revolves around guaranteeing the availability, scalability, security, and optimal performance of NSFAS cloud-based systems and services

### RESPONSIBILITIES:

#### Policy, Systems & Procedure Development

- To implementation of the NSFAS cloud systems processes in line with policy requirements
- To service and resolve all queries that emanate from the business relating to cloud systems.
- To implement and maintain all security policies relating to cloud systems.

## Core Objectives Implementation

- Deploy and configure cloud-based infrastructure components, including virtual machines, networks, storage, databases, and other related services. Set up and manage cloud resources based on organizational requirements.
- Monitor cloud infrastructure performance, resource utilization, and availability using cloud monitoring and management tools. Respond to alerts, troubleshoot issues, and optimize resource allocation to maintain optimal performance.
- Develop and maintain infrastructure automation scripts, templates, and configuration files using necessary tools and implement Infrastructure as Code practices to ensure consistent and reproducible deployments.
- Implement and maintain security measures to protect cloud-based systems and data. Ensure compliance with security standards, industry regulations, and best practices. Perform regular security audits and implement appropriate security controls.
- Identify and resolve technical issues related to cloud infrastructure, including connectivity problems, performance bottlenecks, and configuration errors. Conduct root cause analysis and implement corrective actions.
- Design and implement backup and disaster recovery strategies for cloud infrastructure components. Ensure data integrity, backup schedules, and recovery procedures are in place to minimize downtime and data loss.
- Collaborate with cross-functional teams, including developers, network engineers, and DevOps teams, to support system integration, troubleshooting, and optimization.
- Monitor and optimize cloud resource usage to ensure cost-effectiveness and Implement cost-saving measures, such as rightsizing instances, implementing reserved instances, and leveraging cloud provider cost management tools.
- Create and maintain comprehensive documentation, including architectural diagrams, standard operating procedures, and best practices for cloud infrastructure. Share knowledge and provide training to team members to promote a better understanding of cloud technologies and best practices.

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## **Stakeholder Management & Relationships**

- To provide development support as per request within agreed SLA.
- To ensure no rejections from requestor.
- To provide UAT support as per request within agreed SLA.
- To receive stakeholder queries.
- To resolve stakeholder queries within given time frame.
- To produce timeous and accurate reports.
- To run tools to check efficiency of systems and tunes if necessary (i.e., monitoring performance of systems for speed, sending appropriate error messages/alerts when needed, etc).
- To respond to and resolves errors and/or alerts.
- To develop, monitor, and report on key performance indicators.
- To establishes and tracks service level agreements.

## **Project Facilitation & Implementation**

- To Plan and implement projects to address identified needs as per the ICT strategy.
- To compile project reports on completion of the project to evaluate return on investment.

## **Budget Optimisation**

- To make inputs to the expenditure in line with core activities and projects
- To provide reconciled payments and recover and any overpayments from the systems.

## **Compliance Monitoring & Evaluation**

- To facilitate the process of verification, compliance, registration and deregistration from business.
  - To implement of identified key controls and established risk mitigation procedures for all the
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systems.

- To assess and improve of the audit, risk and compliance outlook.
- To implement the audit plan as per ICT strategy.

### **Information & Knowledge Management**

- To collaborate with stakeholders to build systems that enable the management of data obtained from different sources.
- To collaborate with stakeholders to use their experience, education and understanding to obtain knowledge from this information.

### **Reporting & Accountability**

- To report on and account for the unit's cloud system status, on the cloud systems operational plan progress, cloud systems issues and interventions management, internal and external audit and risk and on any other work in the mandate of the ongoing cloud infrastructure and networks team

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## **DESIRED SKILLS AND EXPERIENCE**

### **Minimum requirements:**

- National Diploma in Information Systems or related qualification (NQF 6)
  - ITIL
  - Cloud Certification (i.e., AWS, AZURE)
  - 3 years hands-on experience and knowledge with one or more major cloud platforms such as AWS, Azure, Google Cloud, or IBM Cloud.
  - 3-year experience in system administration, including managing and maintaining operating systems (such as Linux or Windows), networking, storage, and virtualization technologies.
  - Experience with infrastructure automation and configuration management tools like AWS CloudFormation, Azure Resource Manager, Google Cloud Deployment Manager, Terraform, or
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Ansible.

- Knowledge of atleast one scripting language (e.g., PowerShell, Bash, Python) for automating tasks.
- 3 years hands-on experience and knowledge of Virtual Private Cloud (VPC), subnets, security groups, VPNs, firewalls, and implementing security controls within a cloud environment.
- Experience with containerization technologies like Docker, container orchestration platforms like Kubernetes, and integration with cloud services
- Familiarity with DevOps practices and tools for continuous integration, deployment, and delivery (CI/CD) pipelines.
- Ability to identify and resolve technical issues related to cloud infrastructure, networking, security, and performance.
- Understanding of cloud security principles, including identity and access management (IAM), encryption, key management, and secure data storage.

**Preferred:**

- 5 years of experience as a Cloud Engineer or similar role
- Advanced knowledge of cloud Technologies
- Financial sector experience.

**Skill and Competencies:**

- Communication Skills
  - Interpersonal Skills
  - Advanced Troubleshooting skills
  - Presentation Skills
  - Report writing skills
  - Problem Solving Skills
  - Planning Skills
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## REMUNERATION & BENEFITS

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**Remuneration Package:** R783 108 to R895 383 per annum

Total Cost to Company per annum inclusive of all benefits and company contributions

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### PLEASE NOTE

**Closing date: 8 September 2023**

Interested applicants must complete and submit an Employment Application Form available on the NSFAS website. The form must be supported by a detailed Curriculum Vitae which includes amongst other things the vacancy name/position title you are responding to, copies of academic qualifications, Identity Document, and names of three contactable referees. The response must be addressed to the attention of Ms. Thokozile Mnikina via the following email address: [jobs@nsfas.org.za](mailto:jobs@nsfas.org.za).

Please note the following contact details are for enquiries about JOB CONTENT ONLY and NOT for application purposes.

For Enquiries please contact: Email: [thokozilem@nsfas.org.za](mailto:thokozilem@nsfas.org.za)

The NSFAS does not consider late applications. The NSFAS talent acquisition team only corresponds with shortlisted Candidates. Should you not hear from the NSFAS talent acquisition team within 2 months from the closing date, please consider your application unsuccessful.

\*\* NSFAS committed to employment equity. Preference will be given to candidates who improve employment equity considerations \*\*

“NSFAS is committed to providing equal opportunities and practicing affirmative action employment. It is our intention to promote representivity (race, gender, disability) in the organisation through filling of this position and candidates whose appointment will promote representivity will receive preference.

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