

**JOB DESCRIPTION**  
MANAGEMENT EXCLUSION

1. Position No. 82173	2. Descriptive Working Title Manager, Cloud Technology Services		3. Present Classification TBD
4. Branch Information Management & Technology (IMT)	5. Department Enterprise Technology Operations (ETO)	6. Work Location Hybrid – Site Central	Date Oct 2024
7. Position No. of Supervisor 80252	8. Descriptive Work Title of Supervisor Director, Technology Services		9. Classification of Supervisor Excluded Management

**POSITION SUMMARY**

The Manager, Cloud Technology Services is responsible for the governance, design, implementation, and management of cloud technologies. The position collaborates with key stakeholders to define the organization’s cloud strategy and roadmap, leads the operation of cloud technologies ensuring optimal services, maintains vendor relationship ensuring the delivery of high-quality cloud services and collaborates with other IT teams to identify cloud requirements, prioritize initiatives, and ensure seamless integration with existing systems and processes. He/She/They monitors cloud licenses, usage, performance, and resource utilization, and identifies and resolves issues to optimize performance, reduce costs and enhance efficiency.

**MAJOR RESPONSIBILITIES**

1. Collaborates with senior leadership and stakeholders to define the organization’s cloud strategy and roadmap ensuring alignment with business objectives and industry best practices.
2. Leads the efficient operation of the Cloud Technology team ensuring delivery of high-quality cloud technology services to the organization and achievement of IMT branch goals and objectives. Provides leadership, guidance, support, and mentorship to foster excellence in cloud operations and execution.
3. Oversees cloud service health, migration, cloud licenses, usage, performance, and resource utilization, and proactively identifies and resolves issues to optimize performance, reduce costs and enhance efficiency.
4. Drives innovation by identifying and evaluating emerging cloud technologies, tools, and trends, and recommending strategic initiatives to enhance operational effectiveness and drive business value. Proposes and leads initiatives to enhance cloud governance processes and explores new cloud technologies and solutions.
5. Collaborates with other IT teams to identify cloud requirements, prioritize initiatives, and ensure seamless integration with existing systems and processes.
6. Establishes and nurtures strong vendor relationships and lead vendor performance to ensure the delivery of high-quality cloud services and solutions.
7. Develops and implements cloud security policies, procedures, and best practices to safeguard sensitive data, mitigate risks and ensure compliance with regulatory requirement.
8. Oversees financial aspect of cloud services including reviewing and approving expenses, costing, and developing cost saving measures and resource optimization strategies.
9. Participates in the development and implementation of cloud disaster recovery and other business continuity standards, policies, actions, and tasks.

10. Creates guidelines for cloud service selection, procurement, and lifecycle management. Evaluates cloud solutions and recommends strategies that balance cost, performance, and security.
11. Identifies potential risks associated with cloud operations and develops mitigation strategies. Implements risk management frameworks and tools to assess and address risks related to cloud security, performance, and compliance.
12. Participates in defining parameters for third party service provider Service Level Agreements (SLAs). Provides monitoring over SLA performance indicators to ensure compliance requirements established under contractual agreements with the third-party service providers are met.
13. Manages contractors by setting and managing work priorities and standards, providing advice, and consultation on more complex and technical issues, managing project deliverables, and taking corrective action in resolving issues with project team performance as required.
14. Supervises the work of staff in accomplishing the business activities of the program area. Creates a supportive and progressive environment, coaches, trains and ensures staff are provided with information necessary to perform their assigned duties. Completes performance evaluations, addresses performance issues, and takes disciplinary action, which may include suspension and the recommendation for termination. Plays a key role in recruitment activities, including hiring, promotion, and demotion decisions, and recommends compensation activities of staff. Resolves grievances up to the second stage of the process. May contribute and participate on the negotiating committee as a management representative. Manages resources required to fulfill operational requirements, develops staffing plan, and recommends staffing levels to accomplish goals.
15. Performs other related duties that do not affect the nature of the job, including conducting special studies, making presentations, and participating in task force, project teams and committee work.

## ORGANIZATION

The Manager, Cloud Technology Services reports to the Director, Technology Services.

This position supervises a team of staff, including bargaining unit employees.

## QUALIFICATIONS

### Education, Experience and Occupational Certification

Bachelor's degree in Computer Science, Information Technology or related field from a post-secondary institution. Certifications such as Microsoft Certified Azure Fundamentals, Azure Administrator Associate, Azure Solutions Architect, or equivalent

Considerable experience in information technology cloud computing including managing a highly complex cloud administration and delivery for a medium to large sized business organization.

Or an equivalent combination of education, training and experience is acceptable to the employer.

### Knowledge, Skills, and Abilities

#### Core Competencies

- Personal Effectiveness
- Communication
- Results Oriented
- Teamwork
- Service Oriented

#### Leadership Competencies:

- Alignment & Results
- Relationship Building/Management
- Team Development

- Extensive technical expertise in cloud platforms, services, and technologies with hands-on experience in designing and implementing complex cloud architectures.
- Extensive understanding of cloud security principles, practices, and compliance requirements with knowledge of implementing security controls and measures to protect data and mitigate risks.
- Extensive knowledge of cloud governance principles, guidelines and methodologies.
- Extensive knowledge of Microsoft and Oracle environments
- Strong analytical, problem solving, decision-making, organizational and time management skills.
- Excellent written, verbal and presentation skills and ability to work collaboratively with cross-functional groups to achieve common goals.
- Excellent leadership, communication, and interpersonal skills, with the ability to effectively manage a team, collaborate with cross-functional stakeholders, and influence decision-making at all levels of the organization.
- Ability to prioritize and manage multiple projects simultaneously in a fast-paced and dynamic environment, with a focus on delivering results on time and within budget.
- Ability to plan and execute migration to cloud services in alignment with the organization's strategic direction.
- Ability to generate and articulate new ideas and adapt effectively to new technologies.
- Ability to lead, coach and motivate staff in a team environment.
- Criminal Record Check is required.