

Cloud Operations Engineer Position Description

Reporting to:	Infrastructure Manager	Work location:	Melbourne
Department:	Technology	Budget holder:	No
Team:	Infrastructure	Direct reports:	Nil

Here you will make a difference

At Save the Children Australia, we attract bright and big-hearted people who are inspired to make a difference. Together, we are fearless in our pursuit of making lasting change for the children and communities who need it most.

The Cloud Operations Engineer ensures the reliability, security, and performance of the organisation's cloud platforms - primarily Azure, Terraform/OpenTofu-based infrastructure, Entra ID, Microsoft 365, and GitHub automation. The role exists to build and maintain a stable, secure, and efficient technology foundation that enables frontline teams, educators, service staff, and decision-makers to work effectively without interruption.

By improving system availability, strengthening identity and data protection, and automating critical cloud operations, this role directly supports the organisation's mission to deliver better outcomes for children. When digital services are resilient, secure, and easy to access, staff can focus more time and attention on delivering care, education, and support programs that positively impact children's safety, wellbeing, and long-term development.

The Cloud Operations Engineer works closely with Infrastructure, Application/Delivery, Data, and End User teams to ensure seamless, integrated, and compliant technology services. Collaboration across these teams is essential for delivering a safe and trusted digital environment that underpins high-quality services for children, families, and the broader community.

Here your skills will be valued

Role requirements

Platform Operations & Reliability

- Operate and optimise **Azure** (compute, networking, storage, PaaS including AKS/App Services/Functions, Key Vault, Load Balancers, VNets, Private Endpoints, Azure Firewall) and **M365 Services** (Exchange Online, SharePoint, Intune, Teams).
- Build, test, and maintain infrastructure using **Terraform/OpenTofu** (workspaces, modules, reusable patterns, policy as code).
- Ensure high availability, performance, and resilience.
- Implement robust **backup, DR, and business continuity** patterns (Azure Backup, ASR, cross region designs).

Identity, Security & Compliance

- Administer **Entra ID** including Conditional Access, PIM, enterprise apps, device identity, and Hybrid AD.
- Maintain least privilege access, RBAC, and secrets management using Key Vault and OIDC federated credentials.
- Apply security baselines and compliance controls across Azure/M365 (Defender for Cloud, Secure Score, identity governance).
- Remediate vulnerabilities and implement guardrails with Azure Policy, blueprints/landing zones, and Terraform/OpenTofu.
- Cyber Incident response with support from our SOC.

- Maintain and support services that align to **Essential 8, ISO27001, and PCI DSS** where applicable.

Automation & DevOps

- Design and maintain **CI/CD pipelines in GitHub Actions** for infrastructure and platform automation.
- Create automation scripts/tools (PowerShell, Bash) to reduce manual work and standardise operations.
- Champion GitOps/IaC practices: pull requests, peer review, versioned changes, environments, and approvals.

Observability & Operational Excellence

- Build end-to-end **monitoring, logging, and alerting** with Azure Monitor, Log Analytics, App Insights, and dashboards.
- Develop runbooks, SOPs, and knowledge articles; drive MTTR reduction and incident/problem management (ITIL/SRE).
- Participate in **post incident reviews**, capacity planning, patch/control changes through a standard change process.

Collaboration & Stakeholder Management

- Actively partner with Apps/Delivery, Data, Digital, and End User teams to land cross domain changes safely.
- Service Desk Escalation point for Infrastructure delivered services.
- Provide technical guidance to peers and contribute to standards, templates, and reference architectures.
- Support audits and evidence collection for compliance requirements.

Health, safety, security, and risk management

- Be a role model for safety and security and comply with all workplace safety policy, procedure, work instructions, and training.
- Always act safely.
- Report all incidents, injuries, and potential hazards in a timely manner.
- Participate in, and contribute to, health and safety awareness and improvements.
- Be aware of, document and manage the risks associated with your team's programs and workplaces and ensure appropriate elimination or mitigation measures are applied.

Child protection and safeguarding requirements

- Maintain a child safe environment at the workplace and safeguard children's rights, always acting in the best interests of children.
- Comply with the [Child Safeguarding Policy](#) & [Code of Conduct](#).
- Demonstrate the highest standards of behaviour towards children in both your private and professional life.
- Never abuse the position of trust that comes with being a part of the Save the Children family.
- Always maintain a safe and positive relationship when working with children and young people.
- Respond to any concerns for the safety or wellbeing of a child in a program in accordance with internal reporting processes.

All roles at Save the Children contribute to our impact for children.

At Save the Children, every role, whether in our programs or support services, plays a vital part in our impact for children. We are committed to creating a positive impact on the lives of children and their communities, and we value the contributions of every team member in achieving this vision.

Here you will belong

It takes all types of people to do the challenging work we do. Here are some of the specific skills and experiences you will bring in this role:

Essential knowledge or experience

- 3–5+ years in cloud/platform/operations engineering roles with a focus on **Microsoft Azure**.
- Strong **Terraform/OpenTofu** experience.
- Solid skills in **Microsoft Entra** (Conditional Access, PIM, SSO, SCIM) and **M365** administration.
- Proven experience with **GitHub** (Actions, environments, branch protections, OIDC).
- Scripting proficiency in **PowerShell**; comfort with Bash.
- Experience with **monitoring & logging** (Azure Monitor, Log Analytics, KQL, alerts, dashboards).
- Knowledge of **networking** (VNets, subnets, NSGs, private endpoints, DNS).
- Understanding of **security best practices** (zero trust, least privilege, secure pipeline design).
- Strong documentation, incident/problem management, and change control discipline.

Desirable knowledge or experience

- Exposure to **Defender for Cloud, Purview, Sentinel, DLP**, and **M365** security workloads.
- Experience in Amazon Web Services.
- **Windows/Linux** administration.
- **Intune** endpoint administration.
- **ITIL** foundations.

Qualifications & Certifications (preferred, not mandatory)

- Microsoft Certified: Azure Associate or Expert Level.
- HashiCorp Terraform Associate.

Additional Information

- Any offer of employment at Save the Children Australia will be subject to a satisfactory National Police Record Check and a Working with Children Check
- Employees must sign on to Save the Children Australia's Child Safeguarding Policy and Code of Conduct
- Ongoing performance and employment will be measured against KPIs, values and demonstrated behaviours outlined above
- Save the Children Australia is an Equal Opportunity Employer

Driver's Licence: Not Required **Travel:** Ad-hoc

Working with Children Check: Required **Assets:** Nil