

JOB DESCRIPTION

Job Title	Senior Cloud Solutions Engineer		
Reports to	Director, IT Platforms		
Department	Technology		
Job Family	Business Services	Level	4

About the School

At London Business School, we strive to have a profound impact on the way the world does business and the way business impacts the world. Our departments work hard to ensure that we are continually delivering a world-class service, academic excellence and that our course offering maintains our place as a leading business school.

With thought-leading faculty and dynamic learning solutions, we empower both businesses and individuals by offering a transformational learning experience that will broaden their professional knowledge and global mindset. As well as offering postgraduate courses for the business leaders of the future, we run open and customised executive courses for professionals and corporate clients that help leaders identify the future focus and strategic direction of their businesses.

With London in our hearts, we draw from its status as a financial, entrepreneurial and cultural hub to attract a diverse range of students and faculty, creating an abundance of opportunities to network with industry experts and alumni worldwide.

About the Department

The LBS Technology Department is responsible for delivering and supporting all digital technology solutions required for the effective running of London Business School.

We provide specialist capability in Service Delivery, Software Development, Digital Solutions Delivery, Teaching and Learning Technology, Platform integration, Data Management, Cyber Security, Project Delivery, Business Analysis, User Experience Business Change and Enterprise Architecture.

Job Purpose

The Senior Cloud Engineer is responsible for designing, delivering, and operating secure, resilient, and scalable cloud platforms that support the School's teaching, research, and administrative missions. The role provides technical leadership in the development and continuous improvement of Azure-based services, ensuring platforms are reliable, cost-effective, and aligned with institutional strategy, security standards, and regulatory requirements.

This role will lead the implementation of infrastructure as code using Terraform, drive automation and CI/CD practices through Azure DevOps (AzDO), and ensure robust identity, access, and device management using Entra and Windows-based services. They will play a key role in integrating cloud services, including messaging and integration patterns using Azure Service Bus, to enable modern, connected digital services across the organisation.

The Senior Cloud Engineer acts as a subject matter expert, mentoring colleagues, influencing architectural decisions, and collaborating with academic and professional services teams to translate business and research needs into sustainable cloud solutions that enhance the University's digital capability.

- Participate in the development of a well-informed cloud strategy and regularly evaluate cloud services and software, with a focus on Microsoft Azure but with a broad awareness of the wider market.
- Support the operation of resilient and scalable service bus to eliminate point to point integrations between various applications and work with application owners and developers to migrate to using service bus for all integrations.
- Design and implement templates for code driven cloud deployments with a focus upon Microsoft Azure, ensuring that appropriate security and governance controls are implemented to maintain the security and availability of the School's assets.
- Provide design and implementation guidance for rebuilding and refactoring IaaS workloads hosted in Azure Stack into PaaS solutions and services or containers in the Public Cloud. Additionally capability to code serverless applications in Azure.
- Implement appropriate logging, monitoring, cost management, code repository and build/deployment lifecycle, security, and governance standards as well as technology and processes and ensure that the school's compute resources are secure and sustainable.
- Knowledge sharing and skills transfer to other members of the IT Team of how to use the designs and templates to build and operate cloud infrastructure, and assist with any queries that arise

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Strategy and Planning

- Contribute to the development of strategy for the area, ensuring that plans are aligned to wider departmental strategy and overall School goals.

- Contribute to the development of broader operational plans, manage operational plans in own area and enable successful implementation by prioritising and aligning planned activities.
- Contribute to the development of Key Performance Indicators to support the assessment of the quality and efficiency of service delivery.

Partnering and Service Delivery

- Partner with relevant area to understand their business goals and provide them with professional or technical advice, sharing expertise and information to support effective decision-making.
- Use specialist knowledge and information to diagnose and resolve technical issues within agreed parameters, escalating the most complex where appropriate.
- Manage the delivery of activities within a specialist area, in line with relevant policies and procedures, to ensure performance meets set targets/key performance indicators to support the School in the delivery of a first-class service.

Analysis and Reporting

- Process complex data and apply technical knowledge when conducting root cause analysis to identify solutions to complex issues/unique requests from students, colleagues or stakeholders from across the School.
- Extract data from multiple sources, check its integrity and produce reports for use by management.
- Liaise across the team to prepare complex reports to inform review, planning and decision-making.

Compliance

- Provide advice to colleagues and stakeholders on the interpretation of policies and procedures for an area of specialism, and support monitoring, to ensure compliance across the School.

Supplier/Contractor Management

- Monitor the quality of work delivered by third-party suppliers and agencies against service level agreements to ensure it is to the required standard, and provide feedback on performance to management. Take action as necessary based on feedback and escalate issue resolution when required.

Collaboration

- Partner, and build strong relationships with relevant areas to ensure good understanding of their business goals and that advice/service delivered meets and exceeds their needs.
- Develop and enhance relationships with stakeholders across the School to facilitate improved communication, support implementation of change programmes, and to monitor the level of satisfaction with service delivery.
- Represent the team to colleagues, stakeholders and cross-School groups, enabling cross-department working, spotting and initiating opportunities to collaborate for best business solutions.

Project Management

- Lead on the delivery of a portfolio of projects in own area of specialism, or act as an expert resource to or manage a work stream in a large/complex project, managing

external suppliers/ contractors to ensure successful delivery within budget and to quality standards and targets.

Financial Management

- May oversee the co-ordination of financial planning and reporting, providing guidance as required to support colleagues to fulfil financial management responsibilities.
- May carry responsibility for a specific budget, fulfilling financial management requirements and ensuring the effective use of financial resources within budget.

Process Improvement

- Research best practice in own area of expertise, and review and analyse detailed business models to support senior management in developing and improving policies, processes and systems relevant to a specialist area.

People Management

- Please read the people management accountabilities section at the start of this Job Family document, and refer to the most appropriate level based on team size or level.

Change Management

- Champion change by role modelling the behaviour expected from all colleagues, and consider the impact of change on all processes, systems and people to ensure appropriate steps are taken for successful implementation.
- Consult with and advise the business on change programmes and initiatives, influencing stakeholders so they become advocates for the change and support its successful implementation.

KPIs:

- Delivery of high-quality service in area of specialism.
- Development of solutions and improvements to complex issues within own area of specialism.
- Production of high-quality reports, with complex analysis to support management decision-making.
- Contribution to cross-School compliance with regulations and legislation.
- High-quality work delivered by third-party contractors and agencies.
- Projects delivered on time, on budget and to quality standards.
- Strong cross-team working relationships with key stakeholders.
- Positive feedback from students, colleagues and stakeholders.
- Improvements in commercial performance for the team or department.
- Contribution to the development of policies, processes and systems.

Knowledge/Qualifications/Skills/Experience required

- Bachelor's degree or equivalent experience.
- Professional qualification or equivalent experience.
- Excellent communication skills with the ability to engage a variety of audiences.
- Significant experience of software related to own area of specialism, with the ability to build basic models or tools.
- Sound working knowledge of policies, regulations and legislation in area of specialism.
- Excellent analytical and problem solving skills.
- Ability to manage multiple internal and external stakeholders.
- Ability to prioritise and focus on material issues.
- In-depth knowledge of business education/specialist area.
- Experience of leading projects.
- Experience in effectively managing external suppliers/contractors.
- Financial management experience and commercial acumen.
- Infrastructure as Code, Terraform, JSON, Powershell, XML
- Containersation and Kubernetes
- AAD and OAuth integrations
- GIT, Azure DevOps/VSTS, use of ARM and test driven development
- RESTful services, Azure Service Bus and APIs in general
- Working with a continuous integration and agile/scrum led environment
- One or more high level programming languages and experience of scripting

Staff	N/A
Budgets	N/A
Date Updated	April 2026