

The University of Texas at San Antonio

Job Description

Job Title: Enterprise Cloud Solutions Analyst
Code: 19338
Salary Grade: 59
FLSA Status: Exempt
Department/Division: Office of Information Technology/Communication Infrastructure Services
Reports To: Director, Infrastructure Services

Summary

- Function: Under supervision, responsible for cloud service administration and trouble shooting. Assists customers with cloud focused solutions utilizing platform best practices. Actively monitors enhancements, new service offerings and licensing changes in cloud service environment.
- Scope: Serves as Microsoft Office 365 support technician with limited administrator visibility, providing functional use assistance for Office 365 product and related services.

Duties

- Typical:
 1. Provides technical support for cloud service platform.
 2. Serves as cloud service technical escalation point for Tier I support, assisting with incident recoveries; may organize the efforts of other support teams as part of incident recovery; and assists with root cause analysis efforts.
 3. Assists with troubleshooting issues reported within the UTSA identity management and single sign on infrastructure.
 4. Creates and maintains cloud service documentation.
 5. Works with team members to provide data and metrics that will be utilized by management to optimize cloud service performance, utilization and service adoption.
 6. Monitors changes to cloud service offerings and assists with testing new technologies before general release to the campus community.
 7. Assists with cloud service licensing.
 8. Performs other duties as assigned.
- Periodic:
 1. Maintains on-call emergency support evenings and weekends (rotational).

Education

Required	Preferred
Associate's degree from a college or university within area of assigned responsibility. Technical training and/or experience may be substituted for a degree on a year for year basis.	Bachelor's degree in computer science or equivalent with an emphasis on computer/management information systems.

Other Requirements

Required	Preferred
Understanding of identity management concepts and related directories and databases (LDAP, Active Directory, Shibboleth).	N/A
Ability to program system support tasks in Power Shell (preferred), Python, Ruby, Perl, batch/shell, or other general purpose programming language.	
Basic understanding of Java application servers and/or XML.	
Ability to manage time effectively and work with minimum supervision.	
Ability to work with a team in a structured environment, adhering to standardized work practices.	
Stay abreast of new and emerging technology solutions by participating in technical training and technology briefings/webinars, including self-paced and other staff development activities.	
Excellent verbal and written communication skills.	
Ability to handle diverse situations, multi-tasking and rapidly changing priorities.	
Ability to recognize basic procedural issues and escalate when appropriate.	
Excellent analytical and time management skills.	
Highly proficient using Microsoft Office.	
Valid Texas Driver's License or ability to obtain one by first day of work.	
Criminal Background Check (CBC).	

Experience

Required	Preferred
Two years of experience with server operating system administration (Microsoft Windows or LINUX).	Related experience in higher education.

One year of experience with Microsoft Office 365 administration and/or functional experience.	N/A
One year operational experience in one or more related core infrastructure technologies (Microsoft Exchange, SharePoint, Skype for Business).	

Equipment

Required	Possible
Personal computers, printers, network test equipment, personal cell phone and active service.	N/A

Working Conditions

Usual	Special
General office conditions with occasional work in a data processing environment. The noise level in the work environment is usually moderate. Regularly required to sit and talk or listen.	Maintains on-call emergency support evenings and weekends (rotational). Must occasionally lift and move up to 60 pounds. Work in confined spaces.

Supervision

Received	Given
Direct supervision from Manager, Infrastructure Services. Indirect supervision from Enterprise Cloud Solution Engineer.	None.

Accuracy

Proficiency in all phases of the duties performed.
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Security Sensitive

Specific job requirements or physical location of some positions allocated to this classification may render the position security sensitive, and thereby subject to the provisions of section 51.215 Texas Education Code.

Internal Control

Within the scope of position duties, responsible for seeing that operations are effective and efficient, assets are safeguarded, reliable financial data is maintained, and applicable laws, regulations, policies, and procedures are complied with.
