The University of Texas at San Antonio

Job Description

Job Title: Enterprise Cloud Solutions Administrator

Code: 17526

Salary Grade: 62

FLSA Status: Exempt

Department/Division: Office of Information Technology/Infrastructure Services

Reports To: Director, Infrastructure Services

Summary

- Function:
  1. Under limited supervision, responsible for cloud service administration, troubleshooting and consulting. Develops cloud focused solutions utilizing platform best practices.
  2. Actively monitors enhancements, new service offerings and licensing changes in cloud service environment.
- Scope:
  Serves as Microsoft Office 365 subject matter expert with administrator visibility, providing functional use direction and solution use of Office 365 product and related services.

Duties

- Typical:
  1. Provides administrative management and technical support for cloud service platform.
  2. Serves as cloud service technical escalation point for Tier I support, leading incident recoveries; may organize the efforts of other analysts and/or support teams as part of incident recovery; leads root cause analysis efforts.
  3. Assists with maintenance, support, and troubleshooting of the UTSA identity management infrastructure to include workflow development, Identity management application support and Identity management application development.
  4. Meets with customers to provide consultation on cloud service solutions for business needs to staff, faculty and management.
  5. Creates and maintains cloud service documentation.
  6. Consults with vendors, faculty, staff and management concerning projected enhancements to cloud services and network capabilities.
  7. Works with support staff to utilize and/or develop reports, metrics, and procedures to optimize cloud service performance, utilization and service adoption.

> 8. Monitors changes to cloud service offerings and tests new technologies before general release to the campus community.
> 9. Ensures appropriate cloud service licensing.
> 10. Performs other related duties as assigned.
>
> - Periodic:
>   1. Maintains on-call emergency support evenings and weekends (rotational).

Education

Required	Preferred
Bachelor's degree from four year 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.	

Other Requirements

Required	Preferred
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. Ability to 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. Ability to handle diverse situations, multiple tasks 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.	

Experience

Required	Preferred
Three years of experience with server operating system administration (Microsoft Windows or LINUX). Two years of experience with Microsoft Office 365 administration and/or functional experience. Three years operational experience in one or more related core infrastructure technologies (Microsoft Exchange, SharePoint, Skype for Business) Understanding of identity management concepts and related directories and databases (LDAP, Active Directory, Shibboleth) 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.	

Equipment

Required	Possible
Personal cellphone and active service.	

Working Conditions

Usual	Special
Work performed in an office environment with occasional work in a data processing environment. The noise level in the work environment is usually moderate. While performing the duties of this job, the employee is regularly required to sit and talk or hear.	The employee must occasionally lift and move up to 60 pounds. Work in confined spaces.

Supervision

Received	Given
Direct supervision received Director, Infrastructure Services	None

Accuracy

Proficiency in all phases of the duties performed.

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.