The University of Texas at San Antonio

Job Description

Job Title:	Enterprise DevOps Cloud Solutions Engineer
Code:	17542
Salary Grade:	65
FLSA Status:	Exempt
Department/Division:	University Technology Services/Enterprise Services
Reports To:	Manager, Enterprise Collaboration Services

Summary

- Function:

   Under limited supervision, responsible for the design, administration and optimization of current and emerging cloud and identity services. Develops solutions to automate operational tasks, streamline deployment processes and provide scalable infrastructure for other engineering teams to build upon.

Duties

Typical:
1. Promotes DevOps principles and culture across the Enterprise Collaboration Services organization.
2. Utilizes scripting, automation, and infrastructure as code to standardize and simplify cloud infrastructure deployment, configuration and management
3. Designs and develops automation workflows, performs tests, and provides feedback after assessing the overall quality of delivered components
4. Streamlines the cloud development lifecycle by identifying pain points and productivity barriers and determining ways to resolve them
5. Develops and continuously improves automation solutions to enable teams to build and deploy services efficiently and consistently
6. Monitors and manages cloud and Identity environment performance and service quality, including initial troubleshooting, identification of root cases and issue resolution
7. Designs, implements and administers technology solutions utilizing Microsoft O365 services adhering to security best practices.
8. Provides level 2/3 technical support for O365, Infoblox and identity management solutions
9. Ensures that the environment meets NIST 800-53 and 800-100 best practices as well as CMMC Level 3 security requirements as required
10. Documents processes, procedures, and proposes improvements
11. Conducts routine audits of cloud and identity environments to ensure compliance with established standards, policies, and configuration guidelines
12. Assists with special projects, as needed.
13. Complies with all state and university policies.
14. Other duties may be assigned.
15. Occasional travel may be required.

Education

Required	Preferred
Bachelor's degree from an accredited institution within area of assigned responsibility.	N/A

Technical training and/or experience may be substituted for a degree on a year for year basis.	

Other Requirements

Required	Preferred
While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee is occasionally required to stand or walk. The employee must occasionally lift and move up to 60 pounds.	N/A

Experience

Required	Preferred
2+ years of relevant DevOps experience 3+ years work experience with server operating system administration (Microsoft Windows or LINUX) 4 years work experience with strong knowledge in Microsoft technical core competencies – O365 administration, Exchange, Azure and SharePoint. Experience with identity management technologies and related directories and databases (LDAP, Active Directory, Shibboleth) Experience with Infoblox DDI technologies Strong automation scripting skills Knowledge of scripting languages including PowerShell, Python, Ruby, YAML or other general purpose programming languages. Knowledge of CI/CD tools including ansible and Jenkins Familiarity utilizing REST APIs and other integration mechanisms Experience with and a strong knowledge of Incident, Problem and Change management processes	Basic understanding of Java application servers and/or XML Experience with ServiceNow workflows and integrations

Equipment

Required	Possible
	N/A

Working Conditions

Usual	Special
While performing the duties of this job, the employee is occasionally exposed to extreme cold and risk of electrical shock. The noise level in the work environment is usually moderate.	Occasional travel may be required.

Supervision

Received	Given
Direct supervision from Manager, Enterprise Data Communications	May supervise assigned staff.

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.