

SAN DIEGO COUNTY OFFICE OF EDUCATION
Personnel Commission

CLASS TITLE: **Cloud Support Technician, Grade 053**

DEFINITION:

Under general supervision, operates various computer systems in a multi-processing database and data communications environment, including many peripherals and related equipment; and trains and leads the work of assigned personnel.

REPRESENTATIVE DUTIES:

This position description is intended to describe the general nature and level of work being performed by the employee assigned to the position. This description is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities, and working conditions associated with the position. Incumbents may be required to perform any combination of these duties. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

ESSENTIAL FUNCTIONS:

Installs new and rebuilds existing servers, configures server hardware, peripherals, services, settings, directories, and storage for mainframe and cloud environments, in accordance to the standards and operational requirements.

Monitors and maintains SDCOE virtual infrastructure and services, SDCOE Cloud Compute, and Storage systems.

Operates MICR laser check printers.

Assures proper processing of input data and output reports.

Processes payroll, pupil personnel, financial and other applications in a batch and online environment.

Applies patches and upgrades on a regular basis; upgrades and configures new services as necessary.

Participates in meetings, workshops and/or trainings for the purpose of conveying and/or gathering information required to perform job functions.

Responds to inquiries from a variety of sources (e.g. staff, administrators, school site personnel, outside vendors and service providers, etc.) for the purpose of providing technical assistance, advice and support.

Determines priorities and job mixes to obtain maximum computer utilization.

Trains assigned personnel.

May oversee the work of temporary staff and/or student workers.

NON-ESSENTIAL FUNCTIONS:

Performs other duties as required.

CREDENTIALS, CERTIFICATES, LICENSES OR OTHER REQUIREMENTS:

None

EDUCATION AND EXPERIENCE:

Training and experience in a multi-process environment which clearly demonstrates possession of the knowledge, skills and abilities detailed above. An example of typical qualifying experience would include: experience in Microsoft Hyper-V 2012 or above experience highly desirable. Experience installing, configuring and troubleshooting RedHat Linux and Windows server 2012 and above operating systems. Work experience with microcomputers is required. Experience with Cloud services, and administration experience with Office 365/Azure or AWS is desirable.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Thorough knowledge of:

Methods, materials and equipment used in a large-scale computer operations environment

Techniques for scheduling work flow and determining work priorities

General knowledge of:

Windows 2012 and 2016

Networking principles

Backup and recovery principles and procedures

Microsoft Office software applications

ABILITY TO:

Operate the computer system and related equipment

Follow oral and written instructions

Maintain accurate records

Communicate effectively orally and in writing

Establish effective working relationships with others

Work under the stress of multiple, concurrent tasks and deadlines

Work with minimal direction

Train and lead the work of assigned personnel

WORKING CONDITIONS & PHYSICAL ABILITIES:

Position may be assigned any shift and any schedule of working days to accommodate a twenty-four hour operating schedule. Incumbents may be required to work in a continuously noisy and cool environment.

Must be able to hear and speak to exchange information; see to perform assigned duties; sit or stand for extended periods of time; possess dexterity of hands and fingers to operate computer and other office equipment; kneel, stoop, crawl, stretch, bend at the waist, and reach overhead, above the shoulders and horizontally, to retrieve and store files, load paper, and access wires and cables; stoop, crawl, stretch, and lift materials/objects weighing up to 50 pounds.

| Established | Approved by Personnel Commission | Revised | FLSA Status | Salary Grade |
|--------------------|---|---|--------------------|---------------------------------|
| September, 1980 | | 3/3/89; 02/97; 9/05; 07/16; 09/18; 12/19 | Non-Exempt | Classified Support Grade 053 |