SAN DIEGO COUNTY OFFICE OF EDUCATION
Personnel Commission

CLASS TITLE: **Cloud Administration Analyst, Grade 058**

DEFINITION:

The job of Cloud Administration Analyst is responsible of installing, configuring, maintaining and the administration of hardware and software operating on premise and cloud computing environments that support critical business systems across SDCOE external clients; documenting procedures, deploying of application solutions to production environments; adhering to change management practices and serving as a technical advisor to staff and other district personnel.

SUPERVISION RECEIVED AND EXERCISED:

This job reports to an assigned Administrator.

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:

Collaborate with a variety of internal and external parties (e.g. product owners, users, vendors, development staff, district clients) for the purpose of determining the computing, storage, and network requirements and providing and/or receiving information for proper backup retention and life-cycle management.

Research the latest hardware, network, storage, virtualization and cloud computing industry trends for the purpose of recommending new systems for improving services for SDCOE and district clients.

Evaluate and recommend new data center technologies (e.g. server hardware, monitoring software, storage solutions, backup software and hardware) for the purpose of supporting SDCOE mission and vision.

Configure and maintain the systems that monitor the health and efficiency of SDCOE on premises and cloud systems.

Deploy the latest releases of software in production approved through change management for the purpose of separating of the duties and enhancing security at SDCOE.

Troubleshoot hardware and software issues within the data center for the purpose of delivering optimal performance and highly available systems.

Administer virtual server infrastructure (e.g. hosts, storage and network configuration) for the purpose of maintaining highly available systems.

Administer cloud-based and vendor-hosted systems for the purpose of ensuring these systems support the business functions of SDCOE.

Administer storage area network or cloud-based storage for the purpose of providing storage to systems that support the business functions of SDCOE.

Adhere to established security procedures for the purpose the protecting the hardware and data of SDCOE.

Perform hardware replacement, migrations and upgrades for the purpose of providing up-to-date technology to the organization.

Act on service tickets for the purpose of providing service and support to clients.

NON-ESSENTIAL FUNCTIONS:
Perform other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

CREDENTIALS, CERTIFICATES, LICENSES OR OTHER REQUIREMENTS:

California Driver's License to travel to districts. Microsoft Certified Solutions Associate, Cisco Certified Network Associate certifications are desirable but not required.

EDUCATION AND EXPERIENCE:

A combination of education, training and/or experience that clearly demonstrates possession of the knowledge and abilities detailed below. Bachelor's Degree in Computer Science or Information Systems or related field. Minimum of three (3) years of experience managing virtual server clusters. Microsoft Hyper-V 2016 R2, System Center Virtual Machine Manager 2012/2016 experience is highly desirable. Familiarity with configuring servers to work with Cisco switches. Experience managing storage area networks including the monitoring, provisioning, troubleshooting, snapshots and replication of storage. Experience installing, configuring, maintaining and troubleshooting Red Hat Enterprise Linux and Windows Server 2012 and above operating systems. Experience administering virtual and physical Windows Server clusters.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Large-scale, complex technical environments including network, infrastructure, data center, desktop support.

Analytical techniques

Application development

Database and data handling practices

Security practices and procedures

Training and development practices

Security tools and applications

Network and data center operations

Desktop support

ABILITY TO:

Quickly develop a thorough technical and working knowledge of the technical environment of SDCOE and county school districts

Identify and analyze potential security breaches and issues and identify mitigation solutions

Use computer equipment, peripherals and software applications

Make effective technical presentations to individuals and groups

Utilize a variety of software applications and hardware

Work effective independently and as part of a team with minimum supervision

Organize and prioritize work

Exercise appropriate judgment in making decisions

Maintain confidentiality of information

Demonstrate attendance sufficient to complete the duties of the position as required

Complete tasks thoroughly, accurately, and with attention to detail

WORKING CONDITIONS & PHYSICAL ABILITIES:

ENVIRONMENT:

Office environment

PHYSICAL DEMANDS:

Must be able to hear and speak to exchange information; see to perform assigned duties; sit for extended periods of time; possess dexterity of hands and fingers to operate a computer and other office equipment.

Established	Approved by Personnel Commission	Revised	FLSA Status	Salary Grade
9/2016	September 21, 2016	01/17, 09/18; 12/19	Non-Exempt	058