

ENTERPRISE CLOUD ADMINISTRATOR

DEFINITION

Responsible for the operational design, development, planning, and implementation of the District's enterprise IT infrastructure, cloud deployments and related collaboration and messaging platforms.

TYPICAL DUTIES

Plans, designs, implements, maintains, supports, installs, configures, and troubleshoots the District's enterprise IT infrastructure, cloud based e-mail and collaboration/messaging platforms (Office 365/Google Applications), related cloud deployments, and monitoring systems.

Monitors, maintains, and updates configurations for Office 365, Google applications and related platforms.

Implements and manages policies and procedures for the District's enterprise IT infrastructure, e-mail, Office 365/Google Applications, and related cloud deployments and monitoring systems.

Manages computer and storage resources for enterprise cloud infrastructure and deployments. Designs solutions in accordance with cloud architectural standards to meet the requirements of customers.

Designs, implements and maintains cloud-based disaster recovery operations and procedures. Monitors and corrects all messaging operations.

Plans, coordinates, and executes scheduled and unscheduled systems maintenance.

Develops and maintains cloud systems architecture and operations documentation.

Manages, configures and maintains access controls using Role Based Access Control (RBAC) in Active Directory, Azure Active Directory, Microsoft 365, Google, and other cloud services.

Monitors email systems and takes preemptive actions to prevent, detect and remediate business email compromise and related threats.

Maintains effective working relationships with District service providers.

Manages the District's Enterprise cloud platforms, including Azure, AWS, and Google Cloud.

Plans, tests, and executes cloud service security hardening policies and procedures.

Configures and installs common software packages and server services.

Oversees system testing, certification, and product lifecycle management.

Serves as a technical resource for cloud platform users.

Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

An Enterprise Cloud Administrator is responsible for the operational design, development, planning, testing, implementation, maintenance, and daily operations of the enterprise IT architecture, cloud deployments, and related collaboration and messaging platforms.

An Enterprise Server Analyst is responsible for the operational support of the District's Exchange systems, including participation in the design, planning, testing, implementation, and architectural development of the District's enterprise server systems.

A Senior IT Support Technician installs, configures, analyzes services and repairs servers, desktop, laptop computers, and other mobile computing devices, peripheral devices, and software. A Senior IT Support Technician may also act as a team lead in handling server and operating system related issues for a geographic region and by resolving more complex client issues related to servers, desktop and laptop computers, operating systems, and related software and applications.

SUPERVISION

General direction is received from the IT Administrator, Shared Technical Services or designee. Work direction or technical supervision may be exercised over lower level technical personnel.

CLASS QUALIFICATIONS

Knowledge of:

- Azure, AWS, and/or Google cloud infrastructure
- Enterprise cloud email systems, including Microsoft Office 365 and Gmail
- Exchange directory synchronization, email routing, and email security
- Active Directory, Azure AD, ADFS, and other cloud identity services
- Domain Name System (DNS), DHCP
- Microsoft Windows Server and Linux-based operating systems
- VMware and other virtualization hypervisors
- Landing zone design, deployment, and automation.
- Server security policies including, but not limited to, encryption, authentication, PKI certificates, access controls, patching, network segmentation, intrusion detection, local firewalls
- Proactive monitoring and server orchestration tools such as BMC TrueSight Operations Manager, AppDynamics, Microsoft Monitoring Agent
- Enterprise cloud back-up and recovery systems such as Google Actifio, Veeam, and Commvault
- Enterprise cloud disaster recovery systems such as VMWare VCDR, Azure Site Recovery, and Zerto
- Enterprise endpoint protection software such as Microsoft Defender, Sentinel One, and CrowdStrike
- Cloud storage including Microsoft Azure , AWS, and Google Cloud
- Platform as a Service (PaaS), Infrastructure as a Service (IaaS), Software as a Service (SaaS) and other related cloud technologies
- E-mail clients including Microsoft Outlook and web-mail interface

Ability to:

- Maintain, support, and troubleshoot Windows and Linux servers, including, performance protocols, and related security
- Manage and maintain cloud solutions and hybrid cloud solutions
- Analyze and solve complex server hardware, software, and network dependency issues
- Prepare clear and concise reports with technical documentation
- Maintain effective working relationships with District personnel
- Provide on-call and off-hours system support

ENTRANCE QUALIFICATIONS

Education:

A bachelor's degree from a recognized college or university with a major in mathematics, computer science, information systems, engineering, or a related field. Additional qualifying

experience may be substituted for the required education on a year for year basis provided that the requirement of a high school diploma or equivalent is met.

Experience:

Five years of experience with the administration, installation, implementation, configuration, and ongoing maintenance of enterprise infrastructure, cloud deployments, or cloud collaboration and messaging platforms; including at least two years of the aforementioned experience for a system that serves at least 5,000 e-mail users daily. Three years of supervisory or management experience is preferred.

Special:

A valid driver's license to legally operate a motor vehicle in the State of California and the use of private transportation, or the ability to utilize an alternative method of transportation.

Microsoft Azure Administrator Associate, Microsoft Messaging Administrator Associate, Microsoft Windows Server Hybrid Administrator Associate, AWS SysOps Administrator, or equivalent certification is preferred

SPECIAL NOTES

Employees in this class are subject to the reporting requirements of the District's Conflict of Interest Code.

This class description is not a complete statement of essential functions, responsibilities, or requirements. Requirements are representative of the minimum level of knowledge, skill, and/or abilities. Management retains the discretion to add or change typical duties of a position at any time.

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JAP