



Class No.:	
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CLASS SPECIFICATION

CLOUD INFRASTRUCTURE ANALYST

NATURE AND SCOPE OF WORK

Reporting to the Manager, Infrastructure, Digital Technology Services (DTS), the Cloud Infrastructure Analyst will provide technical work in support of cloud infrastructure i.e. Azure, AWS etc. that are required to support the university community. The incumbent in this position is primarily responsible for analysis, design, and configuration, development, testing, change management, and release management of cloud infrastructure including their support and maintenance. This position will contribute to projects and operational support of cloud-based technologies.

ILLUSTRATIVE EXAMPLES OF DUTIES

- Proactively review ticket queues for new tickets pertaining to Cloud Infrastructure to ensure that the tickets are updated regularly and processed in accordance with service level agreements.
- Collaborate with DTS team members and the university community to identify and gather requirements, perform analysis of requirements, work processes, and cloud capabilities to facilitate updates, enhancements, and implementation of cloud-based infrastructure.
- Supports EntraID/Azure AD infrastructure and related connectivity to hybrid AD systems and domains.
- Proactively works with DTS teams to transition from legacy systems to cloud infrastructure.

- Proactively plan and perform updates required for cloud infrastructure including analysis, implementation plans, configuration, development, change management and release management. These activities are to be coordinated with the university community, DTS teams, and cloud vendors to ensure smooth deployment, testing, and user training.
- Support technical work required to transition on-premises technologies to cloud-based as per the digital roadmap.
- Contribute to a standard knowledge management system that can be leveraged by the DTS department.
- Regularly review and update documentation relating to cloud infrastructure and architecture ensuring processes, standards and procedures are maintained.
- Develop and deliver technical training relating to cloud infrastructure and architecture as required for the university community using different training modalities.
- Provide Tier 2 level support to cloud-based applications, infrastructure, architecture, and technologies to resolve issues reported by the university community. Seeking to optimize system performance and minimize downtime.
- Provide licensing and cloud provisioning support to the university community in collaboration with the cloud services analyst/developer.
- Proactively monitor cloud infrastructure and architecture usage, provide recommendations to improve cloud provisioning.
- Develop recommendations to improve cloud infrastructure and architecture.
- Provide architecture, configuration, administration, and functional support to expand capabilities in cloud infrastructure.
- Identify areas and processes where the cloud infrastructure can be better leveraged and facilitate process improvement.
- Proactively monitor cloud infrastructure, maintain backups, and perform restores as required.
- Support cloud disaster recovery and back up processes, providing technical expertise and recommendations for improvements to these processes and services.
- Assist in supporting cloud outages that may occur, escalating to Microsoft or other cloud vendor within service level timeframes and continue to monitor and work with Microsoft and other vendors until resolved.
- Stay abreast of industry trends, technological advancements, and best practices in higher education systems and recommend continuous improvements to cloud infrastructure and architecture.
- Collaborate with cross-functional DTS team members in providing cloud infrastructure support.
- Identify potential risks and vulnerabilities in the cloud infrastructure and collaborate with the DTS cybersecurity team to implement security measures ensuring that cloud

services are well protected against unauthorized access, malware, and other security threats.

- Collaborate with the university community and DTS teams to understand the needs, priorities, and challenges, fostering productive partnerships and alignment of technology solutions with university goals.
- Working with DTS teams ensure that appropriate change and release management procedures are followed based on ITIL framework, SDLC methodologies, and DTS standard procedures.
- Proactively engages with faculty, staff, academic and student community to ensure that these groups are well supported in their digital requirements.
- Use DTS project lifecycle, processes, and tools to organize and deliver digital solutions.
- Performs other duties related to the requirements and qualifications of the position.

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- Experience and knowledge of working with ITSM processes and ITIL framework, change management methodologies such as ADKAR; and project management principles and methodologies such as PMI – traditional and PMI – Agile; and system development lifecycle (SDLC) methodologies.
- Experience working with cloud infrastructure, specifically Azure and AWS.
- Experience with developing architecture of cloud infrastructure.
- Experience with DNS, DHCP and TCP/IP networking management, concepts, and techniques.
- Experience with virtualized server management and operations.
- Understanding of cloud strategies and how to transition from on-premises to cloud architecture.
- Experience in identifying issues, analyzing complex problems, evaluating alternative solutions, and developing practical creative solutions using cloud-based technologies.
- Experience in testing documentation.
- Experience with cloud infrastructure disaster planning, backup strategies, and related operations.
- Experience in conducting system testing and documenting test results for evaluation for cloud-based technologies.
- Experience in developing and delivering training using different training modalities.
- Experience in writing standard communications for a university community audience using email.

- Experience in developing high-quality, clear, concise documentation required for implementation and support.
- Ability to exercise tact, diplomacy, discretion, and sensitivity when dealing with university community members.
- Understanding of facilitating conversations between staff and administration with technical DTS and vendor team members.
- Experience and knowledge in collaborating and working in cross-functional teams, including staff, administrator, faculty, students, project manager, DTS members, vendors, and other teams required to deliver a digital solution to the community.
- Understands business context to exercise initiative and judgement regarding action required.
- Able to prioritize work requests, maintain attention to detail, and apply organization skills to meet deadlines.
- Understands and follows complex verbal and written instructions, and communicates information effectively, both verbally and in writing, using different modalities.
- Adapts to changing situations, anticipates needs, and can reprioritize tasks efficiently.

REQUIRED TRAINING AND EXPERIENCE

- 5 years of relevant professional experience in cloud infrastructure, including 2 years of experience with Azure architecture.
- Experience and knowledge of ITIL framework and ITSM best practices, tools, and techniques; ITIL certification is an asset.
- Experience in developing high quality documentation required to support digital solutions.
- Experience developing cloud architecture and transitioning on premise to cloud infrastructure.
- A bachelor's degree or progressive professional experience and a certification in one or more of the following: Microsoft or Amazon cloud certification (ie. Azure Solutions Architect Expert, DevOps Engineer Expert or Administrator Associate certification, Microsoft Windows MCSE)
- Certification in cloud infrastructure such as Microsoft or Amazon cloud certification (ie. Azure Solutions Architect Expert, DevOps Engineer Expert or Administrator Associate certification, Microsoft Windows Server certification (MCSE).
- Experience in effectively communicating information to different levels within an organization.