



Class No.:	
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CLASS SPECIFICATION

CLOUD SERVICES ANALYST / DEVELOPER

NATURE AND SCOPE OF WORK

Reporting to the Manager, Customer Experience – Desktop/Collaboration Services, Digital Technology Services (DTS), the Cloud Services Analyst/Developer will provide technical work in support of Azure cloud services, specifically Office 365 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 services including Microsoft Power Platform and Power BI applications and reports including their support and maintenance. Office 365 services include but are not limited to MS Teams, SharePoint, OneDrive, MS Power Platform and BI Reporting. 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 Services 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 applications and technologies.
- Proactively plan and perform updates required for cloud-based applications and technologies 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.

- Contribute to a standard knowledge management system that can be leveraged by the DTS department.
- Regularly review and update documentation relating to cloud-based applications and technologies ensuring processes, standards and procedures are maintained.
- Develop and deliver technical training relating to cloud-based applications and technologies for the university community using different training modalities.
- Provide Tier 2 level support to cloud-based applications 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.
- Proactively monitor license usage and provide recommendations to improve license provisioning.
- Develop recommendations to improve cloud services, specifically Office 365.
- Provide architecture, configuration, administration, and functional support to expand capabilities in Office 365 services.
- Identify areas and processes where Office 365 services can be better leveraged and facilitate process improvement.
- Proactively monitor Office 365, maintain backups, and perform restores as required.
- 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 until resolved.
- Stay abreast of industry trends, technological advancements, and best practices in higher education systems and recommend continuous improvements to cloud-based services specifically, Office 365.
- Collaborate with cross-functional DTS team members in providing cloud-based services support.
- Identify potential risks and vulnerabilities in the cloud services 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 services, specifically Office 365.
- Experience with configuration and support of Microsoft Teams, Microsoft Teams Calling, Microsoft Meeting Rooms, SharePoint, OneDrive.
- Experience developing applications using Microsoft Power Platform, and Power BI.
- Strong programming languages for development such as C#, ASP.Net, Java, Python, JavaScript.
- Experience developing PowerApps model.
- Understanding of PowerApps formulas and development methods.
- Experience in identifying issues, analyzing complex problems, evaluating alternative solutions, and developing practical creative solutions using cloud-based technologies.
- Experience in developing use cases, test plans and test scripts for Microsoft Power Applications.
- Experience in conducting system testing and documenting test results for evaluation for cloud-based technologies.
- Experience in developing and delivering end user 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 Azure cloud and Office 365, including 2 years of experience with Office 365 Microsoft Power Platform and Power BI.
- 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 in working with Azure cloud and Office 365.
- Experience developing Power Automate Flows, Desktop Flows, Business Process Flows.
- A bachelor's degree in any subject area.
- Relevant certifications such as Microsoft Certified: Developer Associate or Microsoft Certified: Power Platform Developer Associate preferred.
- Experience in effectively communicating information to different levels within an organization.