DEPARTMENT OF DEVELOPMENTAL SERVICES
INFORMATION TECHNOLOGY DIVISION
TECHNOLOGY INNOVATION AND INTEGRATION OFFICE
TECHNICAL SERVICES SECTION
MICROSOFT CLOUD LEAD ENGINEER

DUTY STATEMENT

JOB TITLE: Information Technology Specialist II **POSITION #:** 472-516-1414-323

WORKING TITLE: Microsoft Cloud Engineer **EMPLOYEE:**

POSITION DESCRIPTION: Under general direction of the Technical Services Branch Chief, the Information Technology Specialist II (ITS II) works with the Lead Microsoft Cloud Engineer to assist, support, and maintain the Microsoft Ecosystem. Provides team support, responsible for the end-to-end ownership of the design, deployment, sustainability, performance, tuning, security and day-to-day operations of the Departments Azure infrastructure, Entra ID, network monitoring tools, intrusion detection and prevention systems, Virtual Private Network (VPN) appliances, network security systems, etc. and next generation infrastructure networks. This position is an engineering and operations role with strong customer focus while providing a continuous operating environment.

SUPERVISION EXERCISED: None.

SUPERVISION RECEIVED: Position reports to and is under general direction of the Information Technology Division Infrastructure Services Branch Chief (Information Technology Manager I).

DOMAINS		
	Information Security Engineering:	critical skills
	IT Project Management:	critical skills
	Software Engineering:	critical skills
	System Engineering:	critical skills
	Business Technology Management:	moderate skills
	Client Services:	moderate skills

EXAMPLE OF DUTIES:

Essential Job Functions:

35% Manage the Microsoft Office 365 environment and its offerings to Department Enterprise and Program application owners and solution architects using proprietary and open-source cloud computing solutions. Evaluate all licensing usage and needs. Troubleshooting and managing user mailboxes, resources, and mail flow. Troubleshoot and manage Teams, Teams VoIP, Office 365 Desktop Suite, Office 365 Suite Online Applications, OneDrive, Hybrid Exchange, Unified Add-ons, and Power Platform Online.

30% Collaborate with the Lead Microsoft Engineer to manage the Azure Infrastructure and environment. Manage and support of identity provider (IDP) integrations with SaaS applications, conditional access, and virtual infrastructure. Advise and/or assist in implementation, configuration, architecture for cloud resources, and software

implementation. Utilize software tools and utilities and/or hardware and software tools as necessary to maintain systems and diagnose network problems.

20% Develops training materials, plans, processes, procedures and manuals for users and technical staff regarding maintenance and support functions. The ITS II trains technicians on specific technologies or topics. The ITS II leads technical reviews or seminars that increase staff awareness and knowledge regarding specific Department policies and procedures. The ITS II provides knowledge transfer to management, LAN Administrators, and technical staff on infrastructure technologies being employed at the Department. The ITS II leads and participates in conferences, meetings, or presentations involving issues of considerable consequence or opposing views and achieve a satisfactory outcome or compromise solution. The ITS II provides high-level presentations to management to propose enhancements, identify opportunities or business solutions and justify budget requests.

10% Support Remote Sites with IT requests as needed. Review and support Active Directory environment. Coordinate with the California Department of Technology for connectivity and security issues. Assist with smartphones/tablets configuration. Identify and recommend hardware or software necessary to manage the Departments' network, which includes providing justification documents. Maintain and update network documentation for business continuity. Mentor staff on newly implemented or updated practices for technologies. Resolve third level technical service desk incidents/requests. Work with different teams across the Department to help improve and deliver cloud solutions. Contribute to application scaling, configuration, optimization, lifecycle management with application and dev teams. Collaborate with Lead Microsoft Engineer to architect and build automated cloud solutions, including cloud adoption plans, cloud management and monitoring, new cloud technologies integration, and data center migrations. Participate in setting strategic technology directions to establish near term goals for cloud computing and services. Provide technical expertise and act as Subject Matter Expert to solve complex problems on network and cloud initiatives.

Marginal Job Functions:

5% Continuously assess the Department's current and future environment to ensure standardization, compliance, and optimization of resources. Make recommendations to Technical Services Branch on ways to leverage platforms and existing technologies while maximizing the existing environment, increasing scalability and access to additional features. Other duties as assigned within the scope of the classification.

WORKING CONDITIONS: Open-spaced partitioned offices. Prolonged periods on a computer most of the time. Occasionally required to move and transport objects weighing up to 25 pounds. May require 24/7 on-call support responsibility. Occasional travel including overnight or day trips for covered California locations. This position is a hybrid, in-office/telework position, and may be subject to change. Incumbent can be required to report to the office, or any designated location at any time. Telework agreements can be modified and/or cancelled at any time.

DESIRABLE QUALIFICATIONS:

Knowledge of: Network and cloud infrastructure, network hardware, and the design and implementation of both LAN and WAN environments; network capacity planning, network security principles, and industry best practices for network management; Microsoft 365, Azure, and identity management platforms and technologies; hardware troubleshooting and testing tools and procedures for both voice and data circuits; organizational goals and objectives; applicable data privacy laws and practices, and advanced proficiency in PowerShell to support automation and systems management tasks; licensing, Teams, Teams VoIP, Office 365 Desktop Suite, Office 365 Suite Online Applications, OneDrive, Hybrid Exchange, Unified Add-ons, and Power Platform Online; implementing, administering, and troubleshooting cloud infrastructure, along with a solid understanding of application transport mechanisms and network infrastructure protocols; designing, developing, testing, and implementing programs while adhering to established systems development standards, methodologies, policies, and procedures.

Ability to: Utilize strong analytical and problem-solving skills, with the capacity to think through complex challenges and visualize effective solutions; create accurate network diagrams and comprehensive documentation to support the design, planning, and management of network communication systems; provide detailed technical guidance for hardware and software selection; quickly adapt to new and emerging technologies through independent research, and communicate effectively with staff at all organizational levels, both within and outside IT; analyze data, apply logical reasoning, identify issues, and develop solutions to complex technical problems; coordinate project activities and status updates to ensure successful delivery, evaluate technical proposals to make informed recommendations, build and maintain positive working relationships, and confidently prepare and deliver presentations to a variety of audiences; demonstrate an expertise in PowerShell, enterprise technology architecture, performance, security, integration, capacity, and scalability; build tools and automate tasks to eliminate manual operations and craft repeatable processes, thereby maintaining a highly available infrastructure; document service requests and projects, along with crafting troubleshooting guides and establishing best operating practices.

CERTIFICATION OR LICENSE: None.

Employee Name	Employee Signature	Date

Supervisor Name	Supervisor Signature	Date

Employee and Supervisor acknowledge that by signing this Duty Statement that they have discussed and agree to the expectations of the position.