

# Marion County Board of County Commissioners

## POSITION DESCRIPTION



*To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.*

### SENIOR CLOUD SERVICES ANALYST

**Department:** Information Technology  
**Pay Grade:** 114  
**FLSA Status:** Exempt  
**Job Class:** 3501  
**Risk Code:** 8840

#### JOB SUMMARY

Responsible for designing, implementing, maintaining, and repairing the County's enterprise infrastructure system which include servers (physical and virtual), storage, backup, and other enterprise technologies to deliver high availability of systems as well as assisting in determining the feasibility of implementing new computer applications and upgrades both on cloud and on-premise.

#### ESSENTIAL JOB FUNCTIONS

- Installs and configures server-based applications including the administration, upgrades, and maintenance of all servers (physical and virtual), enterprise storage, active directory and backup systems in the data centers, cloud, and individual offices.
- Coordinates repairs for enterprise systems in an efficient and expedited manner to minimize downtime. Communicates outages to management and affected County employees in a timely manner.
- Serves as liaison with application owners to ensure efficient utilization of enterprise resources while minimizing operational interruptions.
- Optimizes system monitoring and proactive alerting for enterprise systems.
- Ensures compliance with data center change and configuration management processes.
- Conducts research on enterprise products, services, and standards.
- Introduces new technologies on time. Provides accurate, timely, and unbiased feedback to management and project team through effective written and oral communications, such as return on investment (ROI) analysis.
- Follows disaster recovery processes and business continuity procedures.
- Manages the life cycle of enterprise software and equipment which include installation, maintenance, de-commissioning, and removal.
- Works closely with peers and customers to implement new designs and concepts, promptly resolve issues tied to Infrastructure and decrease downtime, and recommend new cost-saving and efficiency initiatives.

- Retains relevant job knowledge and expertise by participating in educational opportunities. Reads professional publications and maintains personal networks.
- Supports the 911 dispatch and public safety systems.
- May be required to work outside normal business hours, participate in an on-call rotation, have the ability to perform work remotely, respond to emergencies on a 24/7 basis, and carry a mobile phone.
- Provides excellent customer service to members of the general public and other County employees. Personal contact occurs with other employees of the unit, employees of other departments in the County, citizens, and customers of the department. Service is provided in person or by phone contact.
- Implements the organization's guiding principles and core values.
- Performs other related job duties as assigned.

### **SUPERVISION**

This position is officially designated as a lead worker over one or more employees. Provides continual technical guidance, review of work product, and resolution of work problems. Responsibilities include providing on-the-job training, planning, scheduling, and coordinating work operations.

### **QUALIFICATIONS**

#### **Education and Experience:**

Bachelor's Degree in Information Technology, Computer Science, or related field; and three (3) years' progressively responsible experience in systems administration and analysis; or an equivalent combination of education and experience.

#### **Licenses or Certifications:**

Possession of a valid, State of Florida driver's license to operate a motor vehicle. Must successfully pass a Criminal Justice Information Services (CJIS) background check and maintain a current CJIS Level 4 Security Awareness Certification. These requirements exist at the time of hire and as a condition of continued employment

May be required to acquire and maintain professional certification(s) related to the technology and applications used by the organization.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from groups of managers, customers, and the general public.
- Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry.
- Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

- Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to interpret an extensive variety of technical instructions and diagrams.
- Ability to deal with a variety of abstract and concrete variables.
- Ability to function independently and in group settings as an expert in matters of specialized policy, analyses, or complex technical systems.
- Knowledge of Windows Server operating systems, hardware, networking, system administration including Active Directory, and access permissions.
- Knowledge of SAN management and server virtualization.
- Ability to install and configure computer systems, install applications, and diagnose hardware and software problems as needed.
- Ability to communicate clearly and effectively in both verbal and written form.
- Ability to remain calm in stressful situations.
- Ability to take a teamwork approach to the job by cooperating with others, offering to help others when needed, and considering larger organization or team goals rather than individual concerns. Includes the ability to build a constructive team spirit where team members are committed to the goals and objectives of the team.

**PHYSICAL DEMANDS**

The work is heavy work which requires exerting up to 100 pounds of force occasionally as a team lift, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects. While performing the duties of this job, the employee is regularly required to walk, talk, see and hear. The employee is occasionally required to stand and frequently required to sit; use hands to finger, handle, or feel; reach with hands and arms. Some movements of the hands, arms and wrists may involve repetitive motion. Specific vision abilities required by this include close vision, distance vision, color vision, depth perception and ability to adjust focus.

**WORK ENVIRONMENT**

Work is performed primarily in an indoor environment with limited exposure to adverse environmental conditions. While performing the duties of this job, the employee will occasionally be required to be exposed to moving mechanical parts; fumes, gases or odors; toxic/caustic substances, and risk of electrical shock.

***Marion County has the right to revise this job description at any time. This description does not represent in any way a contract of employment.***

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor (or HR) Signature

\_\_\_\_\_  
Date

***E.O.E.*** Marion County does not discriminate on the basis of race, color, national origin, sex, religion, age, disability or military service in employment or the provision of services.