

POSITION DESCRIPTION

This position description serves as the official classification document of record for this position. Please complete the information as accurately as you can as the position description is used to determine the proper classification of the position.

2. Employee's Name (Last, First, M.I.)	8. Department/Agency TECH, MGMT AND BUDGET - IT
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Infrastructure and Operations
4. Civil Service Position Code Description Info Tech Prgmr Analyst-E	10. Division Cloud & Infrastructure Delivery
5. Working Title (What the agency calls the position) Cloud Administrator	11. Section Cloud Operations & Support
6. Name and Position Code Description of Direct Supervisor SHAH, AMOL A; INFO TECH MANAGER-3	12. Unit Cloud Operations
7. Name and Position Code Description of Second Level Supervisor RAYNAK, NICOLE L; STATE ADMINISTRATIVE MANAGER-1	13. Work Location (City and Address)/Hours of Work Operations Center, 7285 Parsons Drive, Dimondale / Work Schedule – See Box 18

14. General Summary of Function/Purpose of Position

Provide administrative, technical and programming support for customer workloads in the Microsoft Azure, Amazon Web Services and Google Cloud Platform clouds. This position will build IT technical skills for applications in DTMB managed tenants in the public clouds. The Cloud Service Operations team is responsible for operational cloud support, including incident management, disaster recovery, backup, storage, network, data innovation, app innovation, PaaS scheduling monitoring, policy change implementation, identity governance and container support.

15. Please describe the assigned duties, percent of time spent performing each duty, and what is done to complete each duty.

List the duties from most important to least important. The total percentage of all duties performed must equal 100 percent.

Duty 1

General Summary:

Percentage: 70

This position provides operational support for Infrastructure as a Service (IaaS) and Platform as a Service (PaaS) workloads in the Microsoft Azure, Amazon Web Services (AWS) and Google Cloud Platform (GCP) clouds. This includes the following:

Individual tasks related to the duty:

- Implement standards-based end-to-end designed solutions and capture details to satisfy business requirements. Implement and support platform configurations in coordination with cloud design and implementation teams, agency services, infrastructure services, and security ensuring provided solution is in line with defined standards and policies.
- Implement and support hardware/software acceptance plans that leverage acquired test data for cloud-based systems. Run tests to determine the accuracy of code/configuration logic to produce desired results. Debug and revise code/configuration based on test results.
- Implement and maintain standard hardware/software configuration specifications for cloud workloads. Implement enhancements to existing systems in the environment.
- Configure, implement, test and maintain cloud workload related support software systems in the DTMB managed tenants.
- Provide incident response for customer workloads. Manage escalated tickets and engage required resources across teams to resolve customer incidents.
- Analyze and resolve problems to identify cloud system and operational inefficiencies and failure patterns.
- Assist senior level position as an information resource in regular Disaster Recovery (DR) testing. Complete implementation tasks for cloud-based systems to meet the customer's requirements.
- Coordinate and validate in-scope activities for Backup Support, including its integration and input into DR processes.
- Release developed scripts in production environments.
- Coordinate and implement PaaS update/patching schedules. Make changes to implemented schedules at the request of customers. Update code as necessary to ensure proper scheduling.
- Research, understand and maintain familiarity with storage, database, data and application services in the multi-cloud environment in order to provide innovation support to customers.
- Coordinate and control Identity Governance, ensuring that access to DTMB-managed cloud tenants meets DTMB policy.
- Assist in defining disaster recovery (DR) with customers, creating DR plans and performing tabletop exercises. Understand how Infrastructure as Code (IaC) affects DR practices in all DTMB-managed cloud offerings.
- Coordinate and validate fail over testing with cloud customers. Assist customer with and verify successful recovery after failure.
- Coordinate and validate container support for container workload in the cloud. Schedule version updates, solve or escalate container issues, investigating problems and providing comprehensive reports to escalation paths for resolution. Assist customers with container redeployments.
- Coordinate and implement cloud monitoring services. Set up and validate event alerting. Follow up with customers when alerting occurs and escalate as needed.
- Provide support in the preparation of reports and correspondence for cloud workloads, following defined policies, standards and procedures. Maintain familiarity with and understand the basic application of FedRAMP, FISMA, HIPAA, IRS, NIST, OAG, OIAG and PCI regulatory guidelines. Understand CIS, CJIS and MCP security regulations.
- Assist senior level positions in addressing and providing information requested during regulatory audits.
- In collaboration with Control, Audit & Compliance, utilize tools to verify, remediate and audit cloud workloads for regulatory compliance.

Duty 2

General Summary:

Percentage: 20

Participate in cloud projects and project teams.

Individual tasks related to the duty:

- Review and/or provide input and maintain familiarity with cloud proposals with the design and implementation teams' IT Specialists based on defined standards.
- Implement step by step migration and conversion plan activities for cloud workloads. Analyze data files, structures, access controls, workload configurations, storage and backup requirements.
- Participate in working sessions with customers and the design and implementation teams for workloads entering a DTMB-managed cloud tenant.

Duty 3

General Summary:

Percentage: 5

Develop knowledge of the methods of IaaS and PaaS support.

Individual tasks related to the duty:

- Participate in training for new technologies, policies, standards, and procedures.
- Attend classes, seminars and training sessions to continue knowledge of cloud environment technologies and methodologies including backup, DR, monitoring, network, storage and Terraform.

Duty 4

General Summary:

Percentage: 5

Other duties as assigned.

Individual tasks related to the duty:

16. Describe the types of decisions made independently in this position and tell who or what is affected by those decisions.

This position makes operational decisions in collaboration with senior-level workers, providing operational support to customers with cloud workloads. This position will work with customers to troubleshoot issues and escalate to the IT specialists in Cloud Services. Agency Services, department customers, senior-level employees and cloud specialists are affected by this position's ability to make the right decisions independently.

17. Describe the types of decisions that require the supervisor's review.

Decisions that are politically sensitive in nature, have a major budget or financial implication and have strategic technical implications require supervisor review.

18. What kind of physical effort is used to perform this job? What environmental conditions in this position physically exposed to on the job? Indicate the amount of time and intensity of each activity and condition. Refer to instructions.

Extensive standing, sitting, reaching, lifting, bending, carrying, walking., kneeling. Use of a computer and telephone extensively. The employee is required to lift up to 60 pounds.

The employee would primarily be in a temperature-controlled environment when performing their duties.

Standard work schedule is 8:00 am to 5:00 pm Monday through Friday unless an alternate work schedule has been approved by management. Overtime and/or on-call may be required for this position. Due to the nature of technical support services, division policy requires flex-scheduling for time worked in excess of 40 hours per week when advanced notice is given by management in accordance with Civil Service guidelines.

19. List the names and position code descriptions of each classified employee whom this position immediately supervises or oversees on a full-time, on-going basis.

Additional Subordinates

20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):

<input type="checkbox"/> N	Complete and sign service ratings.	<input type="checkbox"/> N	Assign work.
<input type="checkbox"/> N	Provide formal written counseling.	<input type="checkbox"/> N	Approve work.
<input type="checkbox"/> N	Approve leave requests.	<input type="checkbox"/> N	Review work.
<input type="checkbox"/> N	Approve time and attendance.	<input type="checkbox"/> N	Provide guidance on work methods.
<input type="checkbox"/> N	Orally reprimand.	<input type="checkbox"/> N	Train employees in the work.

22. Do you agree with the responses for items 1 through 20? If not, which items do you disagree with and why?

Yes

23. What are the essential functions of this position?

This position is responsible for providing operational support for customer workloads in the cloud. As stated in the Duties above, Cloud Operations requires knowledge of all three cloud service providers and services offered to customers. Special focus areas include incident management, disaster recovery, backup, storage, network, data innovation, app innovation, PaaS scheduling monitoring, policy change implementation, identity governance and container support to support the business continuity needs of every managed workload in the DTMB tenant. Implement solution design requirements under the guidance of the senior-level employees and IT specialists.

Critical Job Role: Provide support of the IaaS and PaaS workloads in the DTMB tenants for all three cloud service providers for state applications, staff, and residents.

24. Indicate specifically how the position's duties and responsibilities have changed since the position was last reviewed.

Requesting to downgrade position for recruitment purposes.

25. What is the function of the work area and how does this position fit into that function?

This position provides operational support for all IaaS and PaaS workloads hosted and managed in DTMB tenants in Microsoft Azure, Amazon Web Services (AWS) and Google Cloud Platform (GCP).

The work area provides operational support and incident management to all IaaS and PaaS workloads hosted by cloud service providers (CSP) in DTMB tenants. This team focuses on operational support for all IaaS and PaaS services, excluding operating system support.

26. What are the minimum education and experience qualifications needed to perform the essential functions of this position.

EDUCATION:

Information Technology Programmer/Analyst 9

Possession of an Associate's degree with 16 semester (24 term) credits in one or a combination of the following: computer science, data processing, computer information systems, data communications, networking, systems analysis, computer programming, information assurance, IT project management or mathematics.

Information Technology Programmer/Analyst P11/12

Possession of a Bachelor's degree with 21 semester (32 term) credits in one or a combination of the following: computer science, data processing, computer information systems, data communications, networking, systems analysis, computer programming, information assurance, IT project management or mathematics.

EXPERIENCE:

Information Technology Programmer/Analyst 9

No specific amount or type is required.

Information Technology Programmer/Analyst P11

No specific type or amount is required.

Alternate Education and Experience

Information Technology Programmer/Analyst 9

Educational level typically acquired through the completion of high school and two years of experience as an application programmer, computer operator, IT Technician, or two years (4,160 hours) of experience as an Information Technology Student Assistant may be substituted for the education requirement.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Ability to:
 - perform job duties on a consistent basis and engage in knowledge transfer of standard, troubleshooting techniques, division work practices/standards and technical skills to apprentice level technicians.
 - communicate well, both verbally and in writing.
 - work as a team member, ability to be a self-starter.
- Apply:
 - access control permissions.
 - security controls in accordance with project and/or networking standards.
- Knowledge of:
 - concepts of computer system detailed network hardware and software structure and support.
- Maintain familiarity with and understand the application of FedRAMP, FISMA, HIPAA, IRS, NIST, OAG, OIAG and PCI regulatory guidelines and security competencies.
- This PD will comply with and meet the security competencies in alignment with approved senior standards.

CERTIFICATES, LICENSES, REGISTRATIONS:

Duties may involve use of a vehicle.

Background Checks:

The candidate selected for this position will be required to submit to fingerprinting for state and federal criminal background record checks. The candidate must be felony free and must remain so in the future. Any position offer will be conditional until results of the criminal background checks indicate eligibility for employment.

The selected candidate must complete the Michigan State Police background check. This extensive background check requires fingerprinting for state and federal criminal background records. The background check search will include, but is not limited to, arrests, criminal charges, criminal convictions, and any information regarding contact with a criminal justice agency. The selected candidate must complete the Criminal History Background Check Agreement (DTMB-0223) prior to the Michigan State Police background check.

TSSECPOS Subclass Code - Due to having access to Michigan Department of State information, position requires the incumbent be a United States citizens and pass a thorough Secretary of State background investigation in accordance with the Public Act 7 of 2008, Public Act 23 of 2008, and the Memorandum of Agreement between the State of Michigan and the Department of Homeland Security.

NOTE: Civil Service approval does not constitute agreement with or acceptance of the desired qualifications of this position.

I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.

Supervisor

Date

TO BE FILLED OUT BY APPOINTING AUTHORITY

Indicate any exceptions or additions to the statements of employee or supervisors.

N/A

I certify that the entries on these pages are accurate and complete.

STACI ERICKSON

1/20/2026

Appointing Authority

Date

I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.

Employee

Date