City of Rochester (NY)
Library Cloud Services Analyst

Salary and Location
- Salary: $67,480.00 - $88,975.00 Annually
- Location: Rochester, NY

Job Type and Number
- Job Type: Full-Time
- Job Number: 23GG461PLA04

Department and Bureau
- Department: Rochester Public Library
- Bureau: Central Library

Opening and Closing Dates
- Opening Date: 01/18/2024
- Closing Date: 02/19/2024 11:59 PM Eastern

General Description

Employees in this position, under supervision of senior staff members, work with internal customers to define business requirements and implement solutions using cloud-based collaborative productivity tools currently the Microsoft 365 platform. They are responsible for creating user accounts, assigning licensing, and helping library staff learn and adopt these tools to complete their daily operational tasks efficiently and effectively. They should be able to diagnose routine problems, resolve low- to medium-complexity technical issues, and have the patience to communicate with a variety of interdisciplinary teams and users.

This is a Competitive Class position. The individual selected to fill this vacancy will be given a provisional appointment and will be required to participate in the next Civil Service Examination for this title.

A qualified applicant may be provisionally appointed and serve in the position until a Civil Service Examination is administered and an appropriate eligible list can be established to make a permanent appointment in accordance with the Civil Service Rule of Three. (See "http://www.cityofrochester.gov/article.aspx?id=8589935786" Provisional Appointment - FAQ's) If you are already a City employee and have permanent, competitive status in your current position and appointment to this title would result in a provisional appointment in another department, you will lose your previous permanent competitive rights.

Typical Work Activities

- Supports the adoption, implementation and maintenance of Microsoft 365 services and other cloud-based productivity tools by assisting with in-person and virtual trainings for staff;
- Creates new accounts; administers licenses for the platform; troubleshoots and resolves low- to medium-complexity technical issues on the platform;
- Serves as a Subject Matter Expert for the SharePoint application and other content management systems
- Supports multi-year IT strategy for projects, upgrades, and trainings for the Microsoft 365 platform and other web services, including strategic planning and timeline, project management, and implementation;
- Gathers business requirements from end users for solutions configured using the Microsoft 365 platform and other cloud solutions;
- Documents operational processes and ensures user knowledge base is accurate and kept up to date;
Formulates, creates and maintains Office 365 SharePoint sites; interfacing with other IT staff for support, maintains a highly secure system through proper configuration and system access monitoring;
Assists with the migration of data into the Microsoft 365 environment;
Supports system backup and disaster recovery processes;
Assists other team members and business site owners with the implementation of new process automation solutions and provides day-to-day operations support.
Skills in personal organization and the ability to participate in multiple concurrent projects;
Ability to conduct effective technical trainings for non-technical audiences;
Ability to participate in a highly technical environment;
Ability to write procedures and work instructions;
Ability to effectively communicate with internal and external customers/vendors;
Ability to gather requirements, analyze business problems, automate business processes and implement application system solutions.
Knowledge of and experience with Microsoft 365 applications and platform administration;
Knowledge of SharePoint Framework (SPFx);
Knowledge of WordPress, C#, PHP, HTML, XML, CSS, JavaScript, jQuery, Python and MySQL;
Knowledge of system development life cycle (SDLC) methods and processes;
Ability to create and apply SSL certificates;
Ability to configure basic components within Azure AD;
Ability to design, build, deploy, and manage solutions in Microsoft 365;
Skills in written and verbal communication, with the ability to present to all levels of the organization.

Minimum Qualifications

1. Associates degree in Information Technology, Computer Science, or closely related field AND three (3) years of work experience administering Microsoft 365 platform/ applications OR
2. Bachelor's degree in Information Technology, Computer Science, or closely related field AND one (1) year of work experience administering Microsoft 365 platform/ applications OR
3. Bachelor's degree AND two (2) years of work experience administering Microsoft 365 platform/ applications.

Agency
City of Rochester (NY)

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