



## JOB INFORMATION

Job Code:	166279
Job Title:	Cloud Engineer (ITS)
FLSA Status:	Exempt
Supervisory:	
Job Family:	Systems Engineering
Job Family Group:	Information Technology
Management Level:	7 Individual Contributor

## JOB SUMMARY

Supports cloud infrastructure services' configuration and operation, and provides services by collaborating with developers, engineers, business partners, and key administrative and academic stakeholders. Organizes and supports cloud workloads, automates cloud infrastructure maintenance, and builds new operational monitoring capabilities. Demonstrates ITS values in action.

## JOB QUALIFICATIONS:

### Education

Req	Pref	Degree	Field of Study	
X		Bachelor's degree		
	X	Bachelor's degree	Computer Science	Or
	X	Bachelor's degree	Computer Information Systems	Or
	X	Bachelor's degree	in related field(s)	

### Additional Education

**Check here if experience may substitute for some of the above education.**

Combined experience/education as substitute for minimum education

### Work Experience

Req	Pref	Work Experience	Experience Level	
X		2 years	in IT, engineering, computer information systems, or related fields.	
	X	4 years		

### Additional Work Experience

**Check here if education may substitute for some of the above work experience.**

Combined experience/education as substitute for minimum work experience

### Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		In-depth knowledge of APIs and integration with cloud data providers.

## Knowledge, Skills and Abilities

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Experience with cloud-based automation tools and processes, and provisioning and maintaining cloudbased infrastructure.
X		Working knowledge of Linux, Windows, containerization, and orchestration platforms (Kubernetes or similar).
X		Experience with DevOps solutions development and deployment paradigms, and the build, test, and release of applications in the delivery pipeline.
X		Knowledge and support experience with virtualization technologies like (VMWare or similar) and migrating server workloads to IaaS platforms (AWS, Azure, GCP, or similar).
X		Experience with source control, testing, and continuous integration techniques for both cloud applications and infrastructure, and knowledge of software development and object-oriented languages (Python, Java, or C++ using SOA principles).
X		Ability to interpret, analyze, and apply pertinent service level agreements, policies, procedures, regulations, and other requirements, and turn them into actionable outcomes.
X		Excellent organizational skills, able to set priorities, manage multiple projects, and provide both detailed information as well as summaries to management-level individuals and groups.
X		Exemplary communication skills, able to develop positive working relationships and strong rapport with team members, and interact with a diverse community of colleagues and stakeholders
	X	Bachelor's degree in computer science, computer information systems, information technology, or relevant field.

## Other Job Factors

### JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Works collaboratively with key stakeholders within ITS and other university departments to deliver highly reliable cloud services. Openly shares experience and subject-matter expertise with co-workers through written and oral presentations. Provide timely communications to stakeholders, technical staff, and management as required.				
Supports ITS cloud infrastructure configuration and operation, collaborating with developers, engineers, and business analysts to meet university needs. Provides troubleshooting support for issues escalated by the customer experience team. Works to improve infrastructure efficiency and effectiveness, building, supporting, and standardizing portfolios of reusable cloud components, services, and interfaces.				
Leverages the latest industry knowledge and best practices to facilitate innovation, continuous improvement, and effective troubleshooting and problem-solving. Proactively experiments with and analyzes new approaches and complex, diverse, and/or conflicting datasets to identify root causes. Develops and maintains knowledge base articles, tutorials, and training resources.				
Aids the cultivation of an inclusive environment and a culture of trust and transparency, sharing information broadly, openly, and deliberately. Builds and maintains collaborative relationships with diverse team members, peers, and leaders. Actively embodies ITS values and behaviors (e.g., accountability, ethics, best-in-class customer service).				
Collaborates with team members and management, implementing effective cloud engineering solutions to support the Platform Services team's vision. Maintains currency with existing, developing, and disruptive cloud technologies, standards, and best practices. Supports process improvement efforts within the team and across the ITS organization.				

## Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency

**Other Requirements**

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: <a href="https://policy.usc.edu/mandated-reporters/">https://policy.usc.edu/mandated-reporters/</a>
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: <a href="https://dps.usc.edu/alerts/clery/">https://dps.usc.edu/alerts/clery/</a>			No

**ACKNOWLEDGMENTS**

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

\_\_\_\_\_  
Print Employee Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Manager Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.