

Cloud Collaboration Solutions IS Analyst- Sr.

The SFDPH CCS Team seeks a motivated individual to provide support, administration, design, and customer consultation expertise related to the following Microsoft applications or platforms: SharePoint Online, SharePoint On-Premises, Teams, Power Platform, and Azure. The position will perform and participate in various tasks, including but not limited to documenting user requirements, site collection administration, design-build-implement, user training, and high-level customer support across all areas. The position will work closely with team members to provide outstanding customer support and incident resolution. The role will interact and coordinate with other DPH IT staff, staff in the Department of Technology (DT), other teams within the Department of Public Health, stakeholders from other City departments, and management staff across the City.

Under general direction, the incumbent is responsible for the following responsibilities, including but not limited to:

- Provisioning, building, and providing administration for SharePoint On-prem and SharePoint Online sites and site collections;
- Migrating, consolidating, or decommissioning existing SharePoint sites;
- Leveraging Teams SharePoint sites to meet the communication needs of the customer;
- Providing technical assistance, training, and design consultation to DPH users for SharePoint sites;
- Providing training and consultation to DPH personnel responsible for owning, creating, or maintaining SharePoint content;
- Monitoring and preparing reports on site traffic or usage;
- Participate in departmental initiatives to implement, migrate, replace, or upgrade sites or site components;
- Participating in projects or initiatives involving the Power Platform (Power Apps, Power Automate, Power BI, and Power Pages). In particular, utilize Power Automate to increase the functionality of SharePoint Online;
- Participating in projects or initiatives utilizing Microsoft Azure (such as PaaS implementations) to meet customer needs;
- Participating in projects or initiatives to migrate public web content to SF.gov;
- Establish and maintain effective customer-focused working relationships with managers, department customers, vendors, the public, consultants, and others encountered during work; and perform other related duties as assigned.

Desirable Qualifications:

The stated desirable qualifications will be used to identify job finalists at the end of the selection process when candidates are referred for hiring.

- Three (3) years of experience with SharePoint at the admin level. Experience may include but is not limited to: administration, development, implementation, training, and support.
- Demonstrated knowledge and experience with SharePoint permissions and SharePoint security best practices at the site collection administrator level.

- Experience with project management software such as Microsoft Project and Microsoft Planner.
- Experience building, deploying, and supporting Azure Platform as a Service (PaaS) solutions.
- Experience with Drupal, including building sandbox, staging, and production environments. Experience with Drupal permissions and security considerations.
- Ability to work in a collaborative team environment, lead discussions, and perform assignments with minimal oversight.
- Excellent communication and documentation skills using Phone, Teams, Outlook, ServiceNow, or in-person.