Position Title: Senior Enterprise Infrastructure Manager  
Rank: Administrator VI  
Department: Office of Information Technology  
Supervisor: Generally reports to Director  
Anticipated Start Date: August 1, 2012

Position Summary:
The incumbent leads a team of technical personnel who architect, design, install, configure, administrate, maintain, and support service/management applications or infrastructure components incorporated in system-wide enterprise-scale computing infrastructure. The incumbent acts as subject matter expert for one or more infrastructure components.

Position Responsibilities:
1. Plans, develops, and leads the implementation of complex, high-availability, and high volume infrastructure components incorporated in system-wide enterprise-scale computing infrastructure.
2. Act as subject matter expert for one or more infrastructure components including security, computer systems, database, networking, telecommunications, storage, backup, and messaging.
3. Stays current with trends and keeps abreast of pertinent and emerging issues in one or more infrastructure components including security, systems, database, network, messaging, telecommunication, storage and backup solutions.
4. Assists the development of system-wide standard operating procedures and trains staff in the implementation of these procedures.
5. Assists the end-to-end integration of infrastructure components to enable the effective and efficient delivery of enterprise services.
6. Designs and develops automated procedures using a variety of scripting and programming languages.
7. Performs regular and on-demand infrastructure backups and recoveries.
8. Participates in system-wide disaster recovery and business resumption planning, testing, and implementation.
9. Participates in system-wide emergency response planning, testing, and implementation.
10. Identifies and recommends solutions for cross-institutional issues as they apply to operational processes within the ConnSCU system.
11. Maintains appropriate documentation on procedures, configurations, and equipment inventory.
12. Assists in the management and operation of data center(s) and telecommunication facilities that spread across all ConnSCU member institutions.
13. Assists in the development of ConnSCU security policies & procedures, implementation of these procedures, along with investigation and resolution of security incidents, to ensure a stable and secure computing infrastructure.
14. Works directly with vendors and technical support personnel on equipment and software purchases, as well as support and maintenance ConnSCU contracts.
15. Supervise a team of professional staff.
16. Performs other duties and responsibilities related to those described above which do not alter the basic level of responsibility of the position.
Qualification:
1. Bachelor’s degree in Computer Science or related area. Advanced degree preferred.
2. Minimum 10 years of successful experience with responsibilities involving direct enterprise computing infrastructure management and administration.
3. At least three years of experience in supervising full-time professional staff. Ability to motivate team members and to work effectively as part of a team. A strong work ethic is required.
4. Ability to assess, review and recommend new technologies in support of System goals.
5. Demonstrated knowledge of IT operation processes including incident management, asset management, configuration management, and change management.
6. Familiar with a variety of concepts, practices, and procedures in Data Center operation.
7. Advanced experience in the installation and support of production environments utilizing physical or virtualization technologies.
8. Familiarity with one or more scripting and programming languages.
9. Familiarity with one or more operating systems.
10. Excellent customer service and communication skills. Ability to work with people of various backgrounds and on all levels of technical knowledge.
11. Strong organizational, analytical and problem-solving skills.
12. Strong project management capabilities including project planning, resource management (including third party resources), time estimation and execution. Ability to take ownership and manage projects from start to completion.
13. These qualifications may be waived for individuals with an equivalent combination of education, training and experience.

Approved: June 2010

APPLICATION PROCEDURE:
Submit a cover letter, BOT Employment Application, detailed resume and names of three references to:

Senior Enterprise Infrastructure Manager (Admin VI)
Huyen Woods
Board of Regents for Higher Education
61 Woodland Street
Hartford, CT 06105
hwoods@ctdhe.org

The Board of Regents for Higher Education is an Affirmative Action/Equal Opportunity Employer. Protected group members are strongly encouraged to apply.
Addendum to Job Description

Job Title: Senior Enterprise Infrastructure Manager/UNIX Architect
Rank: Admin VI

Position Responsibilities:
This position serves as chief architect for the UNIX computing infrastructure. The incumbent leads a team of technical personnel to design, install, configure, administrate, and support system-wide Unix-based enterprise applications.

Minimum Qualifications:
1. Minimum ten years of experience with responsibilities involving architect, design, installation, configuration, administration, maintenance, and support of complex and enterprise-scale Unix-based client-server environment.
2. At least three years of experience in supervising full-time professional staff. Ability to motivate team members and to work effectively as part of a team. A strong work ethic is required.
3. Proven hands on experience with Red Hat Enterprise Linux OS.
4. Familiarity with one or more of the following technologies: Apache, PHP, MySQL, sendmail, Samba, network appliance filer management.
5. Working knowledge of Microsoft Windows operating systems.
6. Ability to write and debug scripts using common languages, such as Bash, Perl, and PHP.
7. Proven hands on expertise with VMware virtualization technologies and resource management.
8. Knowledge of data communication and network standards.
9. Advanced knowledge of SAN storage, tiered application fundamentals, LDAP, backup technologies, and performance analysis and tuning.
10. Advanced UNIX infrastructure knowledge and the ability to proactively gather and recommend relevant infrastructure changes.
11. Familiar with national and industry security standards and best practices pertaining to UNIX computing environment.

Applicants who do not meet the minimum qualifications as stated are encouraged to put in writing precisely how their experience has prepared them for the responsibilities of this position and to provide appropriate references.