CONNECTICUT STATE COLLEGES and UNIVERSITIES
BOARD of REGENTS for HIGHER EDUCATION
Hartford, CT

POSITION DESCRIPTION

POSITION TITLE: Enterprise Infrastructure Administrator
FOCUS: Unix-based System Administration
RANK: Administrator IV
DEPARTMENT: Office of Information Technology
SUPERVISOR’S TITLE: Generally reports to Director or designee

POSITION SUMMARY:
Under general supervision, the incumbent designs, implements, and maintains moderately complex services/management applications or infrastructure components incorporated in University’s enterprise computing infrastructure. This includes researching and recommending new hardware, software, and management tools to enhance service quality.

POSITION RESPONSIBILITIES:

- Performs installation, configuration, administration, maintenance, and support of service/management applications or infrastructure components incorporated in University’s enterprise-scale computing infrastructure.
- Performs installation, configuration, administration, maintenance, and support of service/management applications or infrastructure components within the virtual frame.
- Monitors the ongoing operation and performs activities to assist with performance tuning, troubleshooting of hardware, OS and application issues.
- Performs regular and on-demand infrastructure backups and recoveries.
- Participates in disaster recovery and business resumption planning, testing, and implementation.
- Participates in University’s emergency response.
- Maintains appropriate documentation on procedures, configurations, and equipment inventory.
- Assists in the management and operation of University data center(s) and telecommunication facilities.
- Assists in the implementation of security policies & procedures, along with investigation and resolution of security incidents, to ensure a stable and secure computing infrastructure.
- Designs and develops automated procedures using a variety of scripting and programming languages.
• Develops standard operating procedures and trains staff in the implementation of these procedures.

• Researches and recommends new hardware, software, and management tools to enhance service quality.

• Manages small to medium projects including needs analysis, planning, testing, and implementation.

• Works directly with vendors and technical support personnel on equipment and software purchases, as well as support and maintenance contracts.

• May supervise professional staff and/or student workers.

• Performs other duties and responsibilities related to those described above which do not alter the basic level of responsibility of the position.

QUALIFICATIONS

1. Bachelor's degree from a fully accredited university. A Master's degree in Computer Science, Math, or a related field is preferred.

2. A minimum of four years of demonstrated experience with installation, configuration, administration, maintenance, and support of UNIX based systems and services, preferably Red Hat Enterprise Linux, in an enterprise environment is required.

3. A minimum of two years of demonstrated experience in administration and support of Storage systems and services, which include Storage Arrays, SAN, CIFS, and NFS.

4. Demonstrated experience in administration and support of various disaster recovery technologies, which include backup & recovery software and tape library systems preferred.

5. Experience writing and debugging scripts using scripting languages like Perl, PHP, and Bash.

6. Experience with administration of a virtual server environment is required. Experience with current versions of VMware vSphere is preferred.

7. Experience with Oracle Solaris and Microsoft Windows operating systems preferred.

8. Strong project management capabilities including project planning, resource management (including third party resources), time estimation and execution. Experience with managing small to medium projects including needs analysis, planning, testing, and implementation. Ability to take ownership and manage projects from start to completion.

9. Excellent customer service and communication skills.

10. Ability to work with people of various backgrounds and on all levels of technical knowledge.

11. A strong work ethic is required.

12. Strong organizational, analytical and problem-solving skills.

13. These qualifications may be waived for individuals with an equivalent combination of education, training and experience.

FLSA: Exempt

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