POSITION DESCRIPTION

POSITION TITLE: Enterprise Infrastructure Manager

FOCUS: Windows-based System Administration

RANK: Administrator V

DEPARTMENT: Office of Information Technology

SUPERVISOR’S TITLE: Generally reports to Director

POSITION SUMMARY:

The incumbent leads a team of technical personnel who install, configure, administrate, maintain, and support service/management applications or infrastructure components incorporated in University’s enterprise-scale computing infrastructure. The incumbent acts as subject matter expert for one or more infrastructure components.

POSITION RESPONSIBILITIES:

- Plans, develops, and leads the implementation of complex, high-availability, and high volume infrastructure components incorporated in University’s enterprise-scale computing infrastructure.

- Act as subject matter expert for one or more infrastructure components including security, computer systems, database, networking, telecommunication, storage, backup and messaging.

- 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.

- Develops standard operating procedures and trains staff in the implementation of these procedures.

- Assists the end-to-end integration of infrastructure components to enable the effective and efficient delivery of enterprise services.

- Designs and develops automated procedures using a variety of scripting and programming languages.

- 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 planning, testing and implementation.

- 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 development of security policies & procedures, implementation of these procedures, along with investigation and resolution of security incidents, to ensure a stable and secure computing infrastructure.

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

- May supervise a team of professional staff.

- Participates in system-wide technology initiatives.

- 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 seven years of demonstrated experience with installation, configuration, administration, maintenance, and support of Windows based systems and services in an enterprise environment are required.

3. A minimum of three years of demonstrated experience supervising full-time professional IT Infrastructure staff.

4. Experience with installation, configuration, and administration of one or more of the following technologies: MS Active Directory, MS IIS, MS Exchange, MS File Services, MS Sharepoint, Citrix, MS DNS, and MS DHCP.

5. Experience with installation, configuration, and administration of Microsoft SQL Server and associated products are preferred.

6. Experience with installation, configuration, and administration of SAN, NAS, and DAS storage is preferred.

7. Ability to write and debug scripts using common scripting languages like PowerShell, Windows Scripting Host, and CMD is required.

8. Demonstrated experience with administration of a virtualized server environment is required. Experience with current versions of VMware vSphere is strongly preferred.

9. Working knowledge of Red Hat Enterprise Linux operating systems preferred.

10. 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. Experience with managing large projects including needs analysis, planning, testing, and implementation.

11. Ability to motivate team members and to work effectively as part of a team.
12. Excellent customer service and communication skills.
13. Ability to work with people of various backgrounds and on all levels of technical knowledge.
14. A strong work ethic is required.
15. Ability to assess, review and recommend new technologies in support of university/system goals.
16. Demonstrated knowledge of IT operation processes including incident management, asset management, configuration management, and change management.
17. Strong organizational, analytical and problem-solving skills.
18. These qualifications may be waived for individuals with an equivalent combination of education, training and experience.

**FLSA:** Exempt

Created April 2010
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