Title: Director of Information Technology Infrastructure

Department: Information Technology

Reports to title: Associate CIO for IT Operations

Full Time: x Part Time: Date Prepared: 1/9/2019

Job Group & Level: AD1

Regular Daily Work Schedule: to

Pay Type: Weekly Monthly Months Per Year: 12 Hours Per Week: 40

(Summer Months) Months Per Year: Hours Per Week: 

1. Summary of Position:

The Director of IT Infrastructure provides strategic and operational leadership for the College's information technology (IT) infrastructure services, including server, storage, wired and wireless networking, information security, telecommunications, the College’s internet connection, several data centers, and cloud-based resources.

Reporting to the Associate Chief Information Officer (ACIO) for IT Operations, the Director oversees the day-to-day operation of the server, and network and telecommunications infrastructures, assists in developing the strategic direction for infrastructure enhancements, and leads and supervises a high performance team. The Director leads in establishing overall technical and network architectures; implements security and operational requirements and standards; oversees ongoing system, network, telephony and data center operations; develops and executes annual budgets; and enhances current department strategies, standards, processes and procedures.

The Director takes appropriate actions to support a diverse workforce and participates in the College’s efforts to create a respectful, inclusive, and welcoming work environment.

2. Principal Duties and Responsibilities:

60% Systems Administration

- Maintain enterprise servers and perform hardware and software maintenance operations including installation, configuration and support of server hardware, software and data backup and disaster recovery
- Proactively monitor and tune server and network performance
- Perform Windows and Linux server administration and maintenance
• Design, troubleshoot and maintain enterprise virtualization and network platforms
• Implement and maintain cloud-based systems
• Implementation and maintenance of enterprise SAN hardware and software systems
• Perform daily system monitoring; verify integrity and availability of all hardware, server resources, systems and key processes.

35% Infrastructure Services

• Evaluate on-premise and cloud-based systems for applicability in the College enterprise.
• Consult with and support service owners in and outside of IT to define the IT service portfolio. Collaborate with other IT staff and provide input to the other disciplines on the practicality of initial design goals and impact to the overall project timeline.
• Supervises a team to design/engineer infrastructure and production upgrades and initiatives, select technologies, and providers/products/sourcing options in the service of college’s short and long-term strategic goals.
• Provide oversight and manage workflow to ensure deadlines are met. Report on projects, staff and departmental work status regularly.
• Manage and oversee major infrastructure and service upgrades, including proper testing, scheduling, and communications.
• Develop, implement, and maintain policies and procedures for infrastructure administration and ensure compliance with organizational standards and industry best practices and methodologies.
• Work closely with the ACIO for IT Operations on technology infrastructure strategy, solutions, resources, and compliance.
• Lead the development, maintenance, testing and evaluation of appropriate disaster recovery and business continuity plans for the College's IT infrastructure.
• Develop and maintain up-to-date system and network documentation and inventories.

5% Performs other duties/functions as requested.

All employees are expected to participate in the College’s efforts to create a respectful, inclusive, and welcoming work environment.

3. Internal-External Interaction/Communication:

Frequent interaction and communication with faculty and academic department staff as well as the College administration, librarians, and IT staff. Regular communication with software and hardware vendors and external service contractors negotiating contracts, licenses, fees, etc.

4. Education: (include certifications and licenses)

Required:
• Bachelor’s Degree, or 10 years of relevant experience in lieu of a degree

Preferred:
• Project management certification
5. Experience: (List specific skills necessary to perform this job)

Required:

- 8 years of relevant experience
- Strong leadership, team building and supervisory skills and experience
- Project management experience supporting large, complex system
- Broad and deep knowledge of infrastructure technologies and IT service methodologies.
- Experience building, maintaining and regularly testing business continuity and disaster recovery plans.
- Experience with systems authentication integration practices including AD, LDAP, and SSO technologies such as CAS or SAML.
- Excellent organizational, time management, problem solving and analytical skills
- Strong written and verbal communication, collaboration and interpersonal skills
- Commitment to or experience working with a diverse community

Preferred:

- Knowledge of ITIL concepts and best practices
- Experience managing data center facilities including UPS, HVAC and backup generators.
- Experience with datacenter design
- Experience with formal project management methodologies

6. Environmental and Physical Demands: (Please describe the work environment and unusual physical demands, i.e. lifting requirements.)

- Repetitive hand motions - fingers, hands and wrists
- Ability to operate, activate, prepare, position, inspect and assess the proper functionality of computer, keyboard, mouse and A/V systems
- Traverse campus throughout the year regardless of weather
- Occasional exposure to outdoor elements, and fluctuations in temperature and humidity
- Frequent standing, sitting, stooping, kneeling, bending, crawling, reaching
- Ascending and descending stairs
- Ability to access small spaces
- Ability to lift, carry, push and pull up to 25 lbs
- Visual – normal concentration

7. Decision Making:

Significant autonomous decision making with respect to personnel assignments, project scheduling, and management of budget.
8. **Supervision Exercised/Received:**

Works with a high degree of independence

Supervisory Responsibility: Yes \( \times \)________ No __________

Number of Employees Supervised: \( \underline{8} \)_______