Position Description

Report Run Date: Mar 2 2016 3:00PM
Position Number: 02015327
Dept: ENT APPS & INFRASTRUCTURE SVCS - 061419
Position: uCONNECT SUPERVISOR
Approved Payroll Title Code: 0532
Approved Payroll Title: IT ARCHITECT 5
Approved MSP Salary Grade: MSP27
Approved PSS Salary Grade: MSP27

POSITION DETAILS

Under general direction of the EAIS Professional Services Manager, within the uConnect Group, supervise system administrators as well as acting as a senior system administration for campus infrastructure systems and client systems hosted at the campus Data Center locations. Provide the highest level of technical support for Windows systems running enterprise critical systems that support the mission of the University. Analyze, plan, design, develop, test, implement, administer, secure, and troubleshoot servers and associated hardware, operating systems, and software.

Job Summary:

Campus Job Scope:

This position will interface with campus committees to discuss infrastructure and enterprise application support. This is one of several positions in the uConnect unit providing server and service support for campus infrastructure services. This position supervises and technically leads several system administrators, grades four through five, all doing systems administration. This position operates with a high level of autonomy and uses independent thinking to creatively solve problems and issues and make independent decisions. Leads, mentors and oversees the System Administration staff in support of mission critical IET services.

Department Specific Job Scope:

Positions Supervised:
SYS ADM 4 - 2.00 FTE
SYS ADM 5 - 3.00 FTE
App Dev 5 - 1.00 FTE

Essential Responsibilities:

25% SUPERVISION & LEADERSHIP
Direct management, mentoring & oversight of the System Administration staff. Provide opportunities for staff
development. Ensure assigned work is compliant with standards & accomplished within expected levels of quality & time. Identify & implement unit goals. Ensure staff understand & work to meet unit goals. Provide performance management of staff. Lead by example. Support affirmative action goals to diversify staff in selection & promotional opportunities; provide training & expertise opportunities for staff. Recruit, hire, write PDs, manage staff performance, provide significant input to performance reviews & other supervisory duties. Work with others to analyze & resolve problems. Conduct/attend meetings to facilitate communication among system administrators.

20% SYSTEM ADMINISTRATION
Provide leadership & expert level systems admin. support for campus enterprise infrastructure & client hosted systems & provide Tier-3 technical support to campus on issues related to Windows applications & systems. Install, upgrade, maintain & support various Windows Operating Systems & provide technical support for various infrastructure & client applications, including Exchange, IIS, System Center, Lync, DNS & Active Directory. This includes systems monitoring, diagnosis, configuration & performance tuning to optimize effectiveness of services. Responsibilities include system logs analysis, using various monitoring tools, UCD CyberSafety compliance of systems, user account management, backup & recovery & the setup, testing & implementation of new applications. Work with campus systems admins, operations staff members, network admins, database admins, campus work groups, and/or vendors to analyze, resolve or escalate technical systems issues. Routine patching & systems maintenance on a regular basis.

25% PROJECT COORDINATION & SERVICE MNGT
Provide leadership, primary coordination & communication for enterprise infrastructure services & projects that include, but not limited to email, authentication & authorization, anti-spam/malware, web applications & PAAS services. Coordinate project resources, time & staff. Service manager for several infrastructure & client-owned services, coordinating communications with service owners, clients & campus.

5% SCRIPTING & PROGRAMMING
Create & maintain scripts to help automate the administration of the enterprise infrastructure & client hosted server
environment, including the management of user accounts & systems resources. Develop system scripts to assist in administration of server, application & user accounts management using a combination of Windows scripting languages. Develop & maintain scripts which allow programmatic system configuration changes whenever deemed necessary. Configure programmatic access to other campus-wide resources such as IAM, campus LDAP & other Active Directories on campus.

15% COMMUNICATIONS / WORKING RELATIONSHIPS Communication skills, written & oral, & good working relationships with others to communicate complex technical concepts to technical & non-technical audiences. Consult with system managers, application programmers, database admins & campus clients on application support, utilities & operations system planning.

10% SECURITY SUPPORT Provide daily administration & support for host & network security monitoring & assistance to security staff in detection & follow-up to security related incidents for campus infrastructure & client hosted systems of varying architectures & operating systems that provide services to over 50,000 campus clients. Install, configure & maintain appropriate security applications for monitoring of security events. Work with Campus Incident Response Team to coordinate campus departmental security responses. Work with IET staff to design & implement IT & campus-wide security policies.

- Sit for extended periods of time working at a computer terminal using a keyboard to enter and retrieve data.

- Read CRT and LED screens for extended periods of time.

- Reach and work with equipment mounted in computer racks and be able to access and work with equipment that may be located anywhere from the bottom (floor level) to the top of 7-foot high racks.

- Lift and move equipment weighing up to 50 pounds.

Work occasional evenings/ nights, especially in response to emergencies.

Work Environment: Travel to campus and off campus locations. Occasional travel is required.
Must be routinely on-call as required and carry pager/cell phone.

UC Davis is a smoke and tobacco free campus effective January 1, 2014. Smoking, the use of smokeless tobacco products, and the use of unregulated nicotine products (e-cigarettes) will be strictly prohibited on any UC Davis owned or leased property, indoors and outdoors, including parking lots and residential space. Additional information and specifics regarding the policy are available at http://breathefree.ucdavis.edu/index.html

Background Check: Yes

**QUALIFICATIONS**

**Minimum Qualifications:**

Experience managing, mentoring and directing staff; providing opportunities for staff development; ensure work is compliant with standards and accomplished within expected levels of quality and time; writing position descriptions and providing input on disciplinary actions as needed.

Experience leading and participating in workgroups focusing on the technical aspects of implementing enterprise-wide distributed computing and computing security.

Leadership skills to effectively collaborate with internal and external constituents in a manner to meet unit, department, project, campus, and organizational goals; design, develop, and implement strategic, innovative, and integrated communications; and coordinate a multitude of simultaneous complex activities and projects in a dynamic work environment, requiring frequent changes to work schedules, priorities, and scope.

Technical experience with system, hardware, and service administration of a complex distributed and integrated Windows environment including but not limited to configuration and maintenance of Exchange, Lync, Active Directory, DNS, and other Windows applications and configuration and maintenance of multiple hardware platforms such as x86 systems, virtual hosts, SANs, network file systems, and firewalls. Experience installing, configuring, and performance tuning Windows systems.

Basic programming experience with Powershell, VBScript, or
similar languages.
Experience with relational database systems such as SQL server and experience with SQL and database performance tuning.
Experience and skills to assess and implement computer security including the implementation of campus security standards to both workstations and servers.
Experience and skill performing needs analysis, system planning, design, procurement, testing, implementation, administration, troubleshooting, problem remediation, documentation, and capacity planning in a Windows environment for both Enterprise and client applications with the ability to produce and present project proposals, project plans, service agreements, and status reports.

Skills to learn and understand business needs and apply IT solutions to meet business needs in a supportable manner, understanding the practical implications of the application of information technologies.
Knowledge of campus infrastructure systems, including Active Directory, DNS, CAS, and LDAP.

General knowledge of Identity and Access Management concepts.
Skill to consistently perform technical support and project management of small to medium sized projects with minimal direction.
Skill to integrate computer and network systems with existing campus infrastructure, including CAS, LDAP, and Active Directory services.
Skill to diplomatically give and receive directions and information.
Skill to assess training needs then develop and teach technical subjects to both technical and non-technical audiences.
Skill to evaluate new and emerging technologies to advise and implement migrations or transitions from older technologies.

Interpersonal and written communication skills to communicate with all hierarchical and technical levels at the University and to prepare and present written and oral reports.
A degree in Information Technology or a related field.

Expectations

- Read and follow the UCD Principles of Community.
- Understanding of and ability to comply with the University of California Standards of Ethical Conduct.
- Establish priorities, organize tasks, and direct implementation of tasks in a high-pressure environment. Ability to; set objectives; research issues; analyze situations; identify and interpret departmental and campus needs; define problems; select, collect, analyze, and interpret information and data; apply innovative concepts and techniques; develop recommendations and alternative courses of action; document and communicate resolutions; and implement strategies to solve problems and meet short and long-range goals.
- Work well independently and as a team.
- Learn and develop new skills from self-guided study of technical manuals, journals, books, news groups, vendor documentation, and other written media, and then apply learned information to relevant tasks and projects.
- Learn new technologies and develop new skills to meet changing requirements and promote professional growth.
- Assimilate new technologies and develop new skills or enhance existing skills without formal training.
- Adhere to IET’s Statement of Mission and Values.
- Meet client and management expectations by being consistently punctual, reliable, and flexible in a dynamic work environment in which meetings and technical work are often at client sites with frequent changes in work priority, scope and schedules.
- Evaluate new and emerging technologies in order to advise and implement migrations or transitions from older technologies.
- Think creatively and apply innovative concepts to problem resolution.
- Consistently, effectively, and efficiently perform technical support and project management of small to medium-sized projects with minimal direction. Must be able to work independently, and often alone, at client sites without a higher level technical support person within the work group to whom difficult problems can be escalated.
- Diplomatically give and receive directions, information, and
knowledge to and from other team members, clients, other co-workers, managers, and vendors.

- Accurately, clearly, and concisely present information in an appropriate style and content to audiences to effect an optimal learning environment.