Position Description

Report Run Date: Aug 12 2016 10:25AM
Position Number: 02006858
Dept: ENT APPS & INFRASTRUCTURE SVCS - 061419
Position: IT SERVICE MANAGER
Approved Payroll Title Code: 0532
Approved Payroll Title: IT ARCHITECT 5
Approved MSP Salary Grade: 
Approved PSS Salary Grade: MSP27

POSITION DETAILS

Under the general direction of the EAIS Professional Services Manager, provide high level technical direction, management and oversight; strategic technology planning; and analytical support to departmental clients. Identify practical applications of new technology. Relate technical capabilities to business and program goals. Represent client needs to the campus on Information and Education Technology (IET) matters.

Job Summary: Oversees all aspects of computing resources including planning, organizing, and directing of IT activities; systems administration, database administration, network administration, environmental monitoring and facility-wide security systems; help desk support services and technical support; and hardware and software purchasing.

Campus Job Scope: IT Services provided include management of essential networks, servers, workstations, client programming support, data/information, data analysis, system auditing and compliance, formulation and implementation of data policies, consulting, procedures development, and user documentation and training. Manage and provide high level technical planning and implementation for a complex, multi-server computing system providing over 40 applications, 60 servers and associated services, including, but not limited to: Web based applications, MS SQL Server databases, Virtual Private Networking, Remote Administration, Data backup, Oracle databases, Business Objects reporting, Windows remote server application services, file and print services, personal information protection services, configuration and patching. 

Department Specific Job Scope: 


management services, internet services on both IIS and Apache web serving platforms, and Enterprise Help Desk services to over 400 users.

Positions Supervised: N/A

100% INFORMATION TECHNOLOGY LEADERSHIP AND MANAGEMENT
Provide leadership in management of service functions. Identify priorities, opportunities and risks. Determine, develop and implement technology-related policies, plans and operational procedures. Advise management regarding technology-related issues and provide technical expertise to campus groups. Work at an enterprise-level to architect highly complex, state-of-the-art information systems. Integrate enterprise-level systems with campus infrastructure, UCOP systems and vendor systems. Deploy best of class practices for security and integrity (including project on authentication and encryption). Keep abreast of technical changes in systems architecture, programming and software by participating in national and local organizations, studying vendor technical documentation, educational materials and industry publications to provide IT direction. Develop and implement testing and troubleshooting strategies necessary to effectively ensure optimum application performance and reliability. Participate in the evaluation of new hardware and software. Create testing criteria, testing data files and perform tests. Develop project plans, manage teams, track progress, resolve resource conflicts, and produce reports to communicate plans and progress. Communication skills to interact with individuals of varying backgrounds and perspectives; to communicate clearly, effectively and professionally in oral and written communications including presentations, training and technical writing skills. Experience to make complex decisions, understand implications, and anticipate consequences; set objective; research issues; analyze situations; identify and interpret departmental and campus needs; define problems; select, collect, analyze and interpret information and data; develop recommendations and alternative courses of action; document and communicate resolutions; and implement strategies to solve problems and meet short and long-range goals. Provide leadership to ensure architectural integrity of systems, including Business Continuity and Disaster Recovery.

As a lead for other employees keep management apprised of overall project performance (i.e., staffing or resource needs,
completion dates, changes/delays in scheduling, etc.); distribute and review work performed on a daily basis. Participate in Informal problem-solving. Approve appropriate usage of sick leave and/or vacation time. Schedule or approve daily work schedule based on project needs. Provide general input on employee's performance to manager/supervisor.

Kneel, stoop, bend and to hook up computer and other equipment.

Physical Demands:
Lift, carry and move computer and other equipment weighing up to 25 pounds.

Work Environment:
Work flexible work week to meet business needs.

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:
Skills to lead, assign and review work, problem solve and provide performance feedback related to other employees.

Experience as a senior programmer/analyst overseeing multiple systems/applications.

Experience as a decision making systems analyst in an enterprise level environment.

Experience in a leadership role with technical staff and functional users.

Experience in reviewing and producing technical policies, recommendations, budgets and cost-benefit analysis.

Team-building and decision-making and problem-solving skills.

Experience in providing advanced technical review, guidance and leadership to technical colleagues.
Experience with computer networking security, software and hardware standards in a Microsoft active directory environment.

Experience with security scanning and remediation tools.

Master of Science in Computer Science, Systems Management, System's Analysis or similar IT related field of study or an equivalent combination of education and/or related experience.

Knowledge of programming languages and tools including PowerShell, VBScript, .NET/C#, MS SQL, HTML JavaScript and knowledge of Microsoft technologies.

Knowledge of relational database management.

Knowledge of distributed computing architectures, including client/server and Internet.

Experience managing, Internet Information Server, MS SQL Server, MS Virtual Server Manager, Oracle db server, Hyper-v technologies, and other systems. Knowledge to manage associated Citrix technologies.

Preferred Qualifications for Selection:

- Diplomacy, and interpersonal effectiveness skills to perceive and react sensitively and objectively to the needs and actions of customers, employees, and administrative officers; to secure necessary information and cooperation from a variety of people to conduct effective negotiations to resolve disagreements and conflicts.
  - Must be able to identify and work through conflict arising from interpersonal and inter-group differences, territorial disputes, allocation of scarce resources, etc. Ability to interact effectively with lower, mid, upper, and executive management, and a broad spectrum of individuals at all levels.

- Organizational skills to achieve timely progress on multiple simultaneous tasks, distribute effort appropriate among those tasks, meet deadlines, and maintain a high level of productivity.

- Skills to accurately define and model business unit needs with appropriate techniques and to produce design and technical specifications and documentation for use in the design and construction phase of systems development.
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<th>Expectations</th>
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<td>Read and follow the UC Davis Principles of Community.</td>
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<td>Perform other duties as assigned.</td>
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<td>Understanding of program and business process trends and issues.</td>
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<td>Oversee and direct programming needs and projects.</td>
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<td>Stay abreast of current technology.</td>
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<td>Assure high-quality service is provided.</td>
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<td>Be supportive of team building and commitment to professional development.</td>
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<td>Share knowledge and resources and encourage same of others (including other campus departments, schools and colleges).</td>
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<td>Cultivate relationships and represent department with a high degree of professionalism, tact and integrity.</td>
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<td>Communicate technical information to nontechnical staff and faculty.</td>
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<td>Understand and translate business needs into IT solutions.</td>
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<td>Implement policy changes and decisions.</td>
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<td>Exercise independent judgment in problem solving, remaining objective, and represent and accept differing points of view.</td>
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<td>Assign workload and deadlines based on key business needs and existing staff abilities and workload.</td>
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