Position Description

Requisition #  03021098
Position Number:  02008239
Dept:  IET DATA CENTER & CLIENT SVCS - 061424
Position:  PRIMARY VIRTUALIZATION ADMINISTRATOR
Approved Payroll Title Code:  0520
Approved Payroll Title:  SYS ADM 4
Approved MSP Salary Grade:  MSP25
Approved PSS Salary Grade:  N/A

POSITION DETAILS

Under general supervision of the Data Center Services Manager, provide private cloud technology leadership with a high degree of knowledge in the field. Provide expert level support for ESX, Vcenter, and NSX. Develop and implement new virtualization technologies such as VDI, orchestration, VVD, and integrate these technologies with existing ITSM workflows. Work on team that provides storage and file service, Storage Area Network, and enterprise backups, data center networking, and housing for all central campus computing. These services are critical to all campus computing and require 24x7 support.

Job Summary:

Manage VMWare environment that consists of over 1,000 guest, 60 hosts, 1,500TB of SAN storage, runs NSX, and supports critical services for a campus population of over 50,000 clients.

This position is unique and positioned as a very high level expert for maintaining and developing the campus private cloud environment. This position will work on a team that includes the primary Data Center Services Architect and an entry level position to handle day-to-day requests.

Campus Job Scope:
Department Specific Job Scope:
Positions Supervised:  N/A
Essential Responsibilities:

60% PRIVATE CLOUD ADMINISTRATION AND SUPPORT
Provide oversight and expert level leadership in administration for the service central campus Private Cloud Service. This includes architecture, design, management, development, installation, and support of all aspects, including documentation, of the Private Cloud Service. Provide high level expertise to assist in decision making process for team. Provide in-depth analysis to resolve complex issues. Provide integration of service with other tools and utilities. Provide routine and emergency technical support. Respond to administrative requests. Troubleshoot and resolve complex application issues. Lead efforts to deploy new technologies in the private cloud. Write highly complex scripts to support private cloud service. Advise on trends and technologies to implement. Provide capacity management and growth planning. Act as higher tier point of contact for resolution of client issues. Participate in disaster recovery efforts. Coordinate communications to resolve application issues. Test and implement application changes, upgrades, and patches. Coordinate to implement upgrades that require changes to the backup clients. Perform routine tasks such as log analysis and service reporting. Maintain incident and trouble tickets for service. Manage support contract and licenses. Troubleshoot performance issues.

30% DATA CENTER SERVICES ADMINISTRATION
Participate on a team that manages Data Center Services including networking, colocation housing, backups, and SAN storage. Contribute to team discussions and decision making process for service. Provide administration for the services. Provide high level of insight and guidance on integration between these services and the Private Cloud Service.

10% COMMUNICATIONS/WORKING RELATIONSHIPS
Utilize good communication skills, written and oral, to maintain good working relationships with other members of the Campus Data Center, Information and Educational Technology, campus technical administrators, and occasional vendors. Consult with system managers, application programmers, database administrators, and campus clients on application support, utilities, and operations system.

Physical Demands:

Due to the mission-critical services provided by this department, this position may work hours other than M-F 8-5, especially in response to system problems.

Work Environment:

Must be routinely on-call as required and carry pager/cell phone.
Occasional travel required.

Travel between campus and off-campus locations.

Vacation is restricted during peak work periods.

Adhere to workplace safety practices, read information communicated about workplace safety, complete required safety training on time, and report any workplace safety issues promptly to their supervisor or the designated safety coordinator.

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.

Background Check: Yes

QUALIFICATIONS

Minimum Qualifications:

- Expert knowledge of and experience using VMWare virtualization technologies and concepts such as ESX, NSX, VSAN, ops manager, resource pools, migrations, storage pools.

- Expert knowledge and experience providing highly available storage to a private cloud environment using fiber channel, NFS, CIFS, and iSCSI. Thorough knowledge of underlying storage methods such as Storage Area Networks, NAS, iSCSI, fiber channel, FCOE, thin provisioning, data deduplication, RAID, SAS, SATA, SSD.

- Experience running VMWare in an enterprise, highly available environment, with high number of guests and hosts.

- Expert ability and experience to provide storage to and integrate with virtualization technology such as VMWare and HyperV.

- Experience running high-availability SAN environment on Netapp and EMC SANs in goe-diverse locations.

- Expert knowledge and experience using Netbackup enterprise backup systems including concepts such as deduplication and virtual tape libraries. Experience designing, installing, managing, upgrading, and troubleshooting enterprise backup system.
Experience to apply expert diagnostic skills and troubleshooting techniques to complex situations involving outages or performance issues.

Strong knowledge of virtualization technologies including VMware and HyperV.

Experience maintaining high availability VMWare clusters for critical production services.

Experience with a variety of operating systems including Linux and Windows.

Experience building layer 2 and layer 3 networks.

Experience with complex, highly available firewalls

Experience managing SANs including Netapp, Purestorage, Tegile, and EMC

Familiarity with NetBackup and EMC Data Domain as well as underlying backup technologies such as NDMP

Experience racking hardware in a data center environment

Familiarity with ITIL and change management

**Expected Qualifications for Selection:**

-Read and model the UC Davis Principles of Community
-Communication skills to effectively present information (oral, written, presentation, documentation).
-Use tact and diplomacy for interactions with others.
-Communication skills to understandably and effectively describe technical requirements to technical and non-technical audiences.
-Provide higher level technical assistance to the technical workforce in the resolution of abnormal operating conditions.
-Work independently, establish priorities and to exercise good judgment.
-Maintain up-to-date knowledge through literature, classes, exhibits, seminars, on-the-job training, attendance at conferences, and other relevant training forums.
-Accountability for the safekeeping of resources in the employee's care and custody and for following and implementing the cyber-safety guidelines.