

Position Description

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Requisition Number:	03023908
Position Number:	02023951
Dept:	ENT APPS & INFRASTRUCTURE SVCS - 061419
Position:	WINDOWS ADMINISTRATION GROUP SUPERVISOR
Approved Payroll Title Code:	0532
Approved Payroll Title:	IT ARCHITECT 5
Approved MSP Salary Grade:	
Approved PSS Salary Grade:	MSP27
POSITION DETAILS	
Job Summary:	<p>Under the general direction of the EIS Enterprise Services Manager, this position within the Windows Administration Group (WAG) acts as the supervisor and lead for system administrators as well as acting as a senior system administrator for campus infrastructure systems and client systems. Provides supervision of staff including recruitment, delegation of work, performance management, training and development and other supervisory duties. Performs the highest level of technical support for Windows-based systems running enterprise critical systems that support the mission of the University. Service Manager for WAG services, developing service portfolio, interfacing with customers, and ensuring the success of the WAG team.</p>
Campus Job Scope:	
Department Specific Job Scope:	<p>The mission of Information and Educational Technology (IET) is to create and support an information technology environment that enhances the ability of the UC Davis community to teach, do research and provide public service. In support of the University's mission, IET will deliver an infrastructure of technological services appropriate to the requirements of the campus community.</p> <p>Enterprise Infrastructure Services creates, deploys, and manages business, academic, and infrastructure systems. EIS has a team of technology subject matter experts who advise the campus about the appropriate application of technology to solve business problems. The Enterprise Services team delivers campus-wide technology services including client, infrastructure and enterprise application support. This position will provide leadership, mentoring and oversight of the Windows system administration staff</p>

	<p>providing server and service support for campus infrastructure and client success.</p>
<p>Positions Supervised:</p>	<p>Sys Adm 5 - 1.0 FTE Sys Adm 4 - 2.0 FTE Sys Adm 3 - 1.0 FTE</p>
<p>Essential Responsibilities:</p>	<p>70% LEADERSHIP/ARCHITECT FOR WINDOWS ADMINISTRATION GROUP Lead IT architect for solutions and services provided by the Windows Administration Group. Working with clients and staff, develop technical solutions that fit within IET and campus policies and standards, while providing the highest levels of service and most cost-effective implementations. Work with other units within IET and campus to validate architectural designs integrate with current and future infrastructure. Oversee, manage, and mentor system administration staff to support mission critical and complex IET and campus client services and projects/initiatives essential to campus computing environments. Provide leadership, primary coordination and communication for Windows Administration Group systems and projects. Recommend major and critical purchases impacting all aspects of the architecture. Coordinate project resources, time, and staff. Act as service manager for several infrastructure and client-owned services, coordinating communications with service owners, clients and campus. Consult with service managers, application programmers, database administrators, and campus clients on application support, utilities, and operations system planning. Serve as primary liaison to senior leadership for WAG team issues and needs.</p> <p>Develop and maintain good working relationships with customers, other members of the Enterprise Infrastructure Services unit, Information and Educational Technology, campus technical administrators, and occasional vendors. Ensure work meets standards within expected levels of quality and time. Identify and implement unit goals. Ensure staff understand and meet unit goals. Responsible for overall team supervision including recruiting, delegation of work, performance management, training and development, and other supervisory duties. Conduct/attend meetings to facilitate communication among system administrators.</p> <p>30% SYSTEM ADMINISTRATION & SECURITY SUPPORT Provide expert-level systems administration support for campus enterprise infrastructure and client-hosted systems; provide Tier-3 technical support on Windows applications and systems. Work with campus systems administrators, operations staff, network administrators, database administrators, campus work groups, and/or vendors to analyze, resolve, or escalate technical systems issues. Perform routine patching and systems maintenance. Review business needs and serve as resident expert in determining and implementing solutions. Conceptualize, plan, design, and implement complete and integrated solutions for UCD Campus. Provide administration and support for host and network security monitoring; assist security staff to detect and follow-up on security incidents in campus infrastructure and client hosted systems providing services to 50,000+</p>

	<p>campus clients. Install, configure, and maintain security applications. Work with IET staff to design and implement IT and campus-wide security policies.</p>
Physical Demands:	<p>Sit for extended periods of time working at a computer terminal using a keyboard to enter and retrieve data.</p> <p>Read CRT and LED screens for extended periods of time.</p> <p>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.</p> <p>Lift and move equipment weighing up to 50 pounds.</p> <p>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.</p> <p>Must be routinely on-call as required and carry pager/cell phone.</p> <p>Work in a busy office environment with frequent interruptions.</p> <p>Work flexible or extended hours and/or flexible shifts outside of 8 AM to 5 PM to meet project deadlines or to respond to emergency situations, participation in formal on-call status for after-hours repair/response.</p>
Work Environment:	<p>Travel to campus and off campus locations. Occasional travel is required.</p> <p>Vacation is restricted during peak work periods.</p> <p>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.</p> <p>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.</p>
Background Check:	Yes
QUALIFICATIONS	
Minimum Qualifications:	<p>Experience defining hardware and software requirements and IT architecture for complex systems, including test, staging, and production environments.</p> <p>Experience with system, hardware, and service administration of a complex</p>

Preferred Qualifications for Selection:	distributed and integrated Windows environment.
	Supervisory experience managing, mentoring and directing staff; including recruitment, performance management, staff development and other supervisory responsibilities.
	Experience working within compliance regulations and standards.
	Experience communicating with all technical levels and to prepare and present written and oral reports.
	Experience coordinating a multitude of simultaneous complex activities and projects in a dynamic work environment, requiring frequent changes to work schedules, priorities, and scope.
	Experience 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.
	Experience producing and presenting project proposals, project plans, service agreements, and status reports.
	Bachelor's degree in a related area and/or equivalent experience and training.
	Experience with ITIL processes, including Change Management, Incident Management, and Problem Management.
	Leadership skills to effectively collaborate with internal and external constituents in a manner to meet unit, department, project, campus, and organizational goals.
	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.
	Knowledge of Identity and Access Management concepts.

Expectations

Job Expectations	Address any workplace safety issues with staff you supervise or lead. Ensure all staff are informed of typical workplace hazards via the job safety analysis and personal protective equipment process and complete required safety training. Assists the safety coordinator and safety officers in implementing workplace safety practices. Escalate any issues to the designated safety coordinator, safety officer, and/or department director promptly.
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Accountability for the safekeeping of resources in the employee's care and custody and for following and implementing the cyber-safety guidelines.

Read and model the UC Davis Principles of Community

Communication skills to effectively present information (oral, written, presentation, documentation).

Convey a helpful and positive attitude in support of the department's client service environment.

Willingness to routinely stay in communication with technical staff at other organizations to stay abreast of computing developments and resources available over the network.

Highly motivated and results orientated.

Work with a diverse group of people in such a manner as to build high morale and group commitments to goals and objectives.

Independently follow projects through to successful completion with a high degree of quality.

Attendance at conferences, classes, and exhibits, involvement in professional groups and associations, subscriptions to and readership of professional literature, and other sources of learning will all be referenced in evaluating the incumbent's initiative in this area.

Meet client and management expectations by being consistently punctual, reliable, and flexible.

Meet or exceed key point indicators as defined in the yearly goals of the employee performance appraisal.