

Position Description

JOB ID:	7298
Position Number:	02020667
UC Path Position #	40226812
Dept:	ENT APPS & INFRASTRUCTURE SVCS - 061419
Position:	ASSOCIATE CHIEF INFORMATION OFFICER OF ENTERPRISE INFRASTRUCTURE SERVICES
Approved Payroll Title Code:	0670
Approved Payroll Title:	INFO SYS MGR 4
Requested MSP Salary Grade:	MSP 30

POSITION DETAILS

Job Summary:

Reporting to the Vice Provost and Chief Information Officer (CIO), the Associate CIO for Enterprise Infrastructure is a key IT leadership position within the central IT organization. Will influence the architectural standards and polices as well as provides strategic and operational leadership to ensure ongoing operations of specialized information technology infrastructure supporting the delivery of services across the UC Davis campus and Health System that enable and sustain the university's academic, research and public service mission in a complex distributed computing environment.

Responsible for the design, implementation, maintenance and operation, and improvement of the IT infrastructure, including voice and data networks (wired and wireless), classroom audio visual systems, virtual and physical computing environments, infrastructure security, research infrastructure, system administration, middleware, infrastructure application management, engineering, installation and repair services, data centers, and cloud based resources.

The Associate CIO leads in establishing overall technical and network architecture; implementing security and operational requirements and standards, overseeing ongoing system, network and data center operations; developing and executing annual budgets; enhancing current strategies, standards, processes and procedures. Works with stakeholders to support the UC Davis campus through the efficient and effective use of technological resources. Directs all employees in the Infrastructure unit of the IT department to align and support the university's strategic goals. Works in collaboration with the CIO and campus IT management in the development and deployment of secured and high availability information systems to mitigate risks, maintain continuity of operations, and safeguard the university's information assets.

The Associate CIO also advises the CIO, campus policy makers, senior administrators and executives from a broad range of campus departments, on the strategic decisions involved throughout the technology lifecycle.

Campus Job Scope:
(HR only)

This position has strong input and influence on the direction of the university in addressing enterprise infrastructure needs with regard to choice of architecture, hardware, and software technologies, choices between local and cloud-based services, and associated staffing requirements.

Working closely with a broad range of stakeholders, including administrators, faculty, researchers, and technical professionals, the Associate CIO provides campus wide leadership in the analysis, selection, deployment, integration, maintenance and operation of enterprise technologies to meet a broad range of business needs in support of the university's mission of teaching, research and public service.

Department Specific Job Scope:

Deals with a broad range of complex information technology solutions, and relates to the varying needs and viewpoints of the faculty, staff, and students. The incumbent must be able to evaluate risk, be able to act expeditiously to make decisions, understanding the factors associated with decision-making in a technological environment. This position requires original thinking and judgment in

the development, and deployment of technical solutions to meet the university's computing needs.
Has a strong grasp of the unique challenges associated with managing networks, data centers, enterprise identity and access management, and other foundational technologies in a diverse academic environment.
In executing the duties described above the Associate CIO must be technically proficient in a broad range of different information technologies and be able to relate to the varying viewpoints and business needs of the clients who use them.
The position will provide input to the campus budgeting process and administrative IT prioritization process affecting the allocation of funds for enterprise infrastructure within central IT and distributed campus departments.

Direct:

SYS ADMIN MGR 2: 1.0 FTE
SYS ADMIN MGR 1: 1.0 FTE
INFO SYS MGR 1: 3.0 FTE
COMM & NET TCHL MGR 1: 1.0 FTE
IT ARCHITECT 5: 1.0 FTE

Indirect:

IT ARCHITECT 5 - SUPV: 7.0 FTE
SYS ADMIN 5 - SUPV: 1.0 FTE
COMM & NET TECHL SUPV 2: 3.0 FTE
COMM & NET TECHL SUPV 1: 1.0 FTE
BUS SYS ADMIN 4 - SUPV: 1.0 FTE
APP PROG 5: 13.0 FTE
APP PROG 4: 12.0 FTE
APP PROG 3: 4.0 FTE
AV IT ENG 4: 2.0 FTE
BUS TECH SUP ANL 3: 2.0 FTE
BUS TECH SUP ANL 2: 6.0 FTE
BUS SYS ADMIN 4: 1.0 FTE
BUS SYS ADMIN 3: 2.0 FTE
BUS SYS ADMIN 2: 1.0 FTE
COMM & NET TCHL ANL 3: 2.0 FTE
COMM & NET TCHL ANL 2: 3.0 FTE
COMM RES SPEC 2: 2.0 FTE
CONSTR INSP 2: 1.0 FTE
DATABASE ADM 5: 3.0 FTE
GEOGRAPIC INFO SYS PROG 3: 2.0 FTE
INFO SYS 5: 2.0 FTE
IT ARCHITECT 5: 9.0 FTE
IT ARCHITECT 4: 1.0 FTE
IT ARCHITECT 3: 2.0 FTE
PRINC ELEC TECH: 11.0 FTE
PRINC TELE TECH: 6.0 FTE
SR TELE TECH: 1.0 FTE
SYS ADMIN 5: 8.0 FTE
SYS ADMIN 4: 9.0 FTE
SYS ADMIN 3: 2.0 FTE
TCHL PROJ MGT PROFL 3: 4.0 FTE
TCHL PROJ MGT PROFL 2: 1.0 FTE
TELEVISION ENG: 2.0 FTE

Positions Supervised:
(List payroll title and # of FTE)

Essential Responsibilities:
(Functions)

60% ENTERPRISE INFRASTRUCTURE STRATEGY AND MANAGEMENT: Establishes the university's technical and functional vision and leads all aspects of the university's enterprise infrastructure development. Participates in university strategic planning for information technology infrastructure. Provides institutional leadership to plan and coordinate network, server, infrastructure security, research infrastructure, multimedia, database, voice, video and radio infrastructure; responsible for the availability, performance, and efficient operation of those infrastructures. Evaluates and leverages emerging infrastructure technologies, including but not limited to cloud strategies, research infrastructure and IT disaster

recovery. Works in a consultative fashion with other department heads such as Deans, Chairs, and Vice Chancellors as an advisor of technologies that may improve their efficiency and effectiveness. Provides leadership to department heads in a fashion that supports the university's culture, mission and values. Conducts research and case studies on leading edge technologies and makes determinations on the probability and benefits of implementation.

15% POLICY, PROCESS AND PROCEDURE DEVELOPMENT: Leads the development and implementation of standard operating procedures and policies with an emphasis on maintaining and ensuring continuity of operations and security of the university's information assets. Leads university-wide IT disaster recovery and business resumption planning, testing, and implementation pertaining to enterprise infrastructure. Develops and implements IT processes in asset management, change management, incident management, and configuration management

25% MANAGE ENTERPRISE INFRASTRUCTURE TEAM: Leads, directs, and assumes programmatic responsibility for the Enterprise Infrastructure team providing mission critical infrastructure services to the campus. Provides leadership and vision in the establishment of strategic goals and plans for the Enterprise Infrastructure team. Organizes the unit's staff and resources for optimal results; directs subordinates to accomplish the unit's mission and controls operational activities so that the services are provided in a cost-effective and timely manner. Supervises, coaches and mentors managers and staff under direct report. Actively supports UC Davis' commitment to diversity. Supports and ensures compliance with policies on equal opportunity, affirmative action and diversity. Responsible for fiscal management of assigned units. Reviews budget requests and supporting documentation and prepares budgetary analysis and recommendations. Acts as a good steward of the university's resources and ensures control of IT departmental budgets.

Physical Demands:

Work at a computer terminal for extended periods.

Work Environment:

Occasional overnight travel is required.
 Work extended or flexible hours as workload demands.
 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 Required:

This position is a critical position and subject to a background check. Employment is contingent upon successful completion of background investigation including criminal history and identity checks.

Yes

QUALIFICATIONS

Minimum Qualifications:

Bachelor's degree in a related field and/or equivalent education and experience.
 8 -10 years of experience in enterprise Information Technology infrastructure.
 5 - 7 years of strategic and leadership responsibility managing midsize to large teams, influencing senior-level management and stakeholders.
 Advanced technical knowledge of a varied set of technologies, such as server virtualization, advanced networking, identity and access management, and high performance computing architecture.
 Ability to analyze, understand and communicate between business requirements and technical design.
 Problem-solving, negotiation, and decision-making skills to influence management; as well as, internal and external partners.
 Interpersonal, verbal and written communication skills, and presentation skills interact with a diverse group of individuals to secure and/or provide information to clarify situations, resolve problems, and negotiate services and/or agreements.
 Ability to demonstrate highly effective, productive, and motivational leadership skills. Ability to actively communicate, inspire and motivate all levels of staff.
 Management experience to assess performance and implement measures to improve performance.

	<p>Experience with various approaches to infrastructure architecture (such as on premises, cloud, or hybrid) and their implications for sustainability, business continuity, and disaster recovery .</p> <p>Demonstrated track record of maintaining currency with technological trends and available solutions in the marketplace.</p> <p>Experience working with and communicating to individuals and populations both one-on-one and in very large groups.</p>
<p>Preferred Qualifications:</p>	<p>A combination of extensive experience, education, and certification as listed below are highly desirable:</p> <p>Master's degree in Computer Science or Information Technology from an accredited college or university, or equivalent experience/training.</p> <p>10 years of Information Technology and 7 years of managerial and strategic experience.</p> <p>Direct experience in the specific technical areas of systems administration, applications development, database administration, network operations, and data center operations.</p> <p>Knowledge and understanding of university organization, goals and objectives, and policies and procedures, and experience working in a higher education environment.</p> <p>Knowledge of national and industry offerings and trends pertaining to design, development, and support of enterprise infrastructure.</p> <p>Knowledge of IT operation processes including asset management, configuration management, incident management, and change management.</p> <p>Ability to understand both the simple straightforward processes that represent the simplest business tasks to the most complex.</p> <p>Possess excellent project management skills with proven track record.</p> <p>Experience in developing and administering technology policy.</p> <p>Ability to work with senior university staff, the general campus community, and senior technical personnel.</p>
<p>EXPECTATIONS</p>	
<p>Job Expectations:</p>	<p>Read, understand and follow the UC Davis Principles of Community.</p> <p>Strong professional ethics and accountability.</p> <p>Understand the various systems, policies, procedures and regulations that govern and guide the department and university.</p> <p>Work effectively and meet deadlines in a dynamic environment subject to changing priorities.</p> <p>Meet expectations, with an emphasis on quality, quantity and timeliness of work.</p> <p>Actively build constructive and effective relationships with colleagues at all levels; advise and collaborate with others to develop a stronger team and enhance workplace spirit; share knowledge and resources and encourage the same of others.</p> <p>Initiate and maintain cooperative relationships with people from diverse backgrounds.</p> <p>Contribute as a team player in a respectful and professional environment.</p> <p>Assure strong customer service orientation in all departmental staff.</p> <p>Hold others accountable for ethics, integrity, and competence in performance of responsibilities.</p> <p>Think and act strategically and proactively.</p> <p>Provide information clearly, accurately, and succinctly for the appropriate target audience.</p> <p>Exhibit good listening skills and keep others informed.</p> <p>Exercise rigorous integrity, ethics and discretion in all matters and to protect confidential information.</p>