Job Title: Director, Cloud and Data Center Services

Job ID: 8512

Full/Part Time: Full - Time

Job Code: 3306 Administrator III

Job Grade: Range A

Department: IT Infrastruct Svcs Dirs - 8216

About the Department
CSUN IT provides technologies that support teaching and learning, facilitate research, and deliver campus services that are digital and mobile. CSUN IT is a leader among its peer institutions. We seek to be among the early adopters of technologies and services that advance the success of our students and support the priorities of the University. We are pursuing a cloud first strategy with significant initiatives underway to leverage the cloud to improve our infrastructure and empower our campus partners to provision their own services. We are teaming with administrative units to transform processes and become a digital campus. We enable our students and faculty with advanced physical and virtual learning environments that support varied teaching strategies. We seed innovation by piloting the application of new technologies including artificial intelligence and extended reality. We are a trusted partner and contribute to decision-making across the University. We strive to create a culture that attracts and retains the best people by stressing inclusivity and respect and providing opportunities to advance their skills and their careers.

Responsibilities
The Leadership Opportunity:
California State University Northridge seeks an experienced, innovative, and collaborative leader to oversee its blended environment of cloud and on-premises based systems, storage, and virtual desktop environments, the transformation of its infrastructure to support University strategies and leverage technology change. This position is an excellent opportunity to experience broad and diverse technologies, participate in the development of strategic directions, manage key vendor relationships, research emerging technologies, and be a leader in the on-going transformation of core infrastructure technologies. The Director leads a team of 18 staff within the Division of Infrastructure Services and assists the Senior Director in all aspects of planning and executing initiatives to operate and continual improve CSUN's foundational technology infrastructure. The Director will be integral to planning and managing an acceleration of CSUN's transition to cloud-based services, including physical and virtualized infrastructure and platform as a service solution, will work with Infrastructure team members to develop DevOps processes and skills in order to support converged infrastructure, and will help devise repeatable processes to select cloud platform providers and measure cost and quality of service. S/he will work across the Infrastructure Team and the IT organization on strategic initiatives to improve security and make continued improvements to disaster recovery capabilities.

Scope of Functions and Responsibilities:
Working under the direction of the Senior Director of Infrastructure Services, the Director will be an integral part of the IT leadership team and a key participant in all aspects of planning and management of infrastructure strategies. The Director manages cloud and on-premises based Unix and Windows systems, storage services (SAN and NAS), databases and systems services, email (Office 365/Gmail) and virtual application and desktop infrastructure. The position is also responsible for participating in the overall IT strategic planning; development of relevant processes, procedures, and documents; managing the change management review process; decision making; and representing IT at campus-level meetings pertinent to Infrastructure Services.

Duties and Responsibilities:
1. As a member of the Leadership team within the Division of Information Technology actively participates in envisioning strategic IT direction, goals and priorities; makes effective and efficient use of resources; sets high, achievable aspirations for services and operations that align with university goals and objectives.
2. Develop, propose, and manage the annual operating budget and long-range financial plans for systems, storage and database technology that accommodate a shift to a hybrid cloud infrastructure.
3. Develop, propose and oversee strategies to blend cloud and on-premises infrastructure consistent with IT strategies and University policy.

4. Lead cloud vendor relation efforts; participate in the selection of cloud vendors and the development of methodologies to manage their performance.

5. Mentor and advice staff to facilitate the development of the skills required to support current and future technologies and to adapt to a hybrid cloud/on-premises based strategy.

6. Develop a service-oriented team that provides seamless cloud and on premise services to students, faculty and staff and ensures stable operations of production services.

7. Develop strategic plans for the enhancement of server, cloud, desktop virtualization, storage and database services to support the campus’ overall technology posture; perform strategic planning and analysis for the expansion and upgrades of campus based and cloud infrastructure and participate in the strategic planning associated with campus infrastructure.

8. Lead projects to assess and improve processes and incorporate automation technologies.

9. Consult with campus community representatives, and others as appropriate, to determine the IT requirements of users as related to server, cloud, desktop virtualization, storage and database services and advise the community representatives on the direction and emphasis of these services. Provide consultation, interpretation, and diagnostic analysis to campus users.

10. Lead the IT Change Management Review process.

11. Advise the Sr. Director of Infrastructure Services on policies, standards, and procedures regarding IT infrastructure related issues.

12. Coordinate as the Lead IT Emergency Response Coordinator for various incidents and lead the development of problem resolutions for the various incidents.

13. Participate in the preparation, maintenance, and periodic testing of the campus Business Continuity and Disaster Recovery Plan, to ensure the continuity of computing and communication services in the case of an event that renders IT services inoperative.

14. Prepare regular reports to senior IT Leadership on the status of all projects under the roles purview. Provide senior IT Leadership with information concerning resource utilization and scheduling. Ensure that all systems and activities are fully documented.

15. Provides leadership and guidance as necessary for production impacting incidents or service interruption events.

16. Other duties as assigned

Qualifications

Equivalent to graduation from an accredited 4 year college or university degree in a job related field. Equivalent to six (6) years of progressively responsible professional/administrative experience required; with three (3) of the six (6) overseeing one or more aspects of technology infrastructure services. Experience deploying and managing platform or infrastructure as a service solutions including Amazon Web Services or Azure. Experience with Oracle, MySQL, and SQL concepts. Experience with ITIL based processes (incident, change, problem, root cause analysis). Experience maintaining or leading teams responsible for windows or UNIX server environments. Led or made significant contribution to planning and managing the transition to cloud based infrastructure preferred.

Knowledge, Skills, & Abilities

Demonstrated ability and desire to thrive in a proactive, fast pace environment managing multiple projects and operational issues. Ability to make and implement exemplary applications of information technology to support data center, systems and storage services. Ability to: lead or made significant contribution to planning and managing the transition to cloud based infrastructure; lead or make significant contributions to selecting cloud vendors and managing relationships with cloud providers. Knowledge of cloud automation tools, micro-services, containers, IaaS/PaaS/SaaS and core cloud concepts; and the tools and methods that enable an organization to provide a scalable and secure infrastructure with the capability to provision on-demand access to a blend of cloud and on-premises based resources. Strong interpersonal skills and the ability to effectively communicate with a wide range of individuals and constituencies in a diverse community. Strong project management skills with the ability to ensure completion of department initiatives and recommendations. Strong written and oral communication skills; Strong analytical skills and attention to detail. Ability to understand and clearly relate to other members of the organization, technical manuals, software specifications and general methods of network operations and security. Ability to apply effective leadership skills to direct multidepartment technical staff. Ability to facilitate productive meetings and work successfully in a team oriented environment. Routine contact is required with IT Leads and members of the IT Leadership team. Ability to define problems, collect data, establish facts, and draw valid conclusions with problem root cause analysis. Ability to envision and implement exemplary applications of information technology to support systems, database and storage services.
Pay, Benefits, & Work Schedule
Salary is commensurate with knowledge, skills, and experience. The University offers excellent fringe benefits.

General Information
This position is a "designated position" in the California State University's Conflict of Interest Code. The successful candidate accepting this position is required to file Conflict of Interest forms subject to the regulations of the Fair Political Practices Commission. This position is a sensitive position as designated by the CSU. A background check (including a criminal records check) must be completed satisfactorily. Failure to satisfactorily complete the background check may affect the status of candidates who apply for the position. Additionally, the person holding this position is considered a "limited reporter" under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 as a condition of employment.

How to Apply
Candidates should apply by completing the CSUN on-line application utilizing http://bit.ly/HR_CSUN link and must attach a cover letter that addresses the qualifications above and a current resume, including names of three professional references. NOTE: Internal candidates should apply through the portal by accessing the View Job Openings/Apply link on the Human Resources/Employee pagelet.

Applications received through October 18, 2019, will be considered in the initial review and review will continue until position is filled.

For more detailed information on the application and hiring process, please view the link below: http://www.csun.edu/careers/

Equal Employment Opportunity
California State University, Northridge is an Affirmative Action/Equal Opportunity Employer. We consider applicants for employment without regard to race, color, religion, national origin, age, gender, gender identity/expression, sexual orientation, genetic information, medical condition, marital status, veteran status, or disability. Reasonable accommodations will be provided for applicants with disabilities who self-disclose by contacting Recruitment Services.

(10/1/19)