Job Title: Director, Cloud and Systems Services

Job ID: 8924

Full/Part Time: Full - Time

Job Code: 3306 Administrator III

Job Grade: Range A

Department: IT Infrastr Svcs Dirs - 8216

About the Department
The Division of Information Technology provides leadership for all aspects of University technology. Its services encompass support for teaching and learning, administrative and student support services, information security, as well as the foundational technology infrastructure that enables the creative and innovative works of our students, faculty and staff. Emerging areas of focus align with institutional priorities as well as the IT Vision@2022 strategic plan and will enable the success of our students, support effective teaching and learning, improve graduation rates, enable efficient campus operations, and provide responsive, secure and reliable technology services. CSUN IT seeks to be a leader among its peers in the adoption of innovative technologies and technology management practices. It has and will continue to embrace mobile technologies and cloud services and is positioning the infrastructure to increase adoption of internet-connected devices as tools in teaching, research and campus operations.

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 Infrastructure Services unit and assists the Senior Director in all aspects of planning and executing initiatives to operate and continually improve CSUN's foundational technology infrastructure.

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), database & 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 ensure 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.

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 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 PeopleSoft, 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 multi-department 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 August 3, 2020, 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.

(7/22/20)