Job Title:	Director, Cloud and Systems Services
Job ID:	506841
Full/Part Time:	Full - Time
Job Code:	3306 Administrator lll
Job Grade:	Range A
Department:	IT Infrastructure Services

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. CSUN IT is pursuing the implementation of its strategic plan, CSUN Technology 2022-Vision, in collaboration with partners across the campus. Emerging areas of focus align with institutional priorities 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

Working under the direction of the Assistant Vice President, Infrastructure Services, the Director, Cloud and Systems Services is an integral part of the IT leadership team and a key participant in all aspects of planning and management of infrastructure strategies. The incumbent 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 and is 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.

- 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.

- Develops, proposes, and manages the annual operating budget and long-range financial plans for cloud, systems, storage and database technology that accommodate a shift to hybrid cloud infrastructure.

- Develops, proposes and oversees strategies to blend cloud and on-premises infrastructure consistent with IT strategies and University policy.

- Leads cloud vendor relation efforts; participates in the selection of cloud vendors and the development of methodologies to manage their performance.

- Mentors and advices 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.

- Develop Infrastructure automation in the environment including IAC, CI/CD pipelines, and automated configuration management. Deliver technical architecture design and review using Well-Architected Framework Design efficient, secure, adaptable, scalable, and reliable cloud solutions.

- Perform application portfolio analysis to identify candidate applications and workloads for migration to cloud. Develop architectural patterns, standards and reference architecture for cloud and on-premise services.

- As a leader, demonstrates a commitment to student success that is mission aligned with the university's vision, values and priorities. Establishes an ethical and collegial work environment, promoting a collaborative, accountable and inclusive team. Encourages a courageous and resilient solution-oriented environment by participating in new opportunities to further the mission of the university. Participates in developing initiatives that further support the campus mission with a service-oriented and catalytic mind set. Strengthens employees by being communicative and a talent builder that develops team attributes, furthering departmental goals.

- Performs 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 solution 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.

- Lead diverse teams to support the operational mission and vision of employers by fostering an ethical, inclusive and collegial work environment.

- Demonstrated ability to support ongoing improvement through courageous, resilient, and catalytic leadership .

- Lead varying initiatives through a collaborative, service-oriented and communicative approach.

- Demonstrated commitment to employee development, recognition, and accountability to further operational goals.

Pay, Benefits, & Work Schedule
Salary is commensurate with knowledge, skills, and experience. The University offers excellent fringe benefits.

The position is currently hybrid (2 days in office, 3 days remote); however, this is subject to change based on student and/or operational needs.

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.

CSU requires faculty, staff, and students who are accessing campus facilities to be immunized against COVID-19 or declare a medical or religious exemption from doing so. Any candidates advanced in a currently open search process should be prepared to comply with this requirement. To learn more, visit our Matadors Forward site: https://www.csun.edu/matadors-forward/faculty-and-staff-fall-guidelines

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 November 29, 2021 will be considered in the initial review and review will continue until position is filled.

In order to be considered in the initial review, applications must be submitted prior to the date listed above. Application submissions received after the initial review date will be reviewed at the discretion of the University.

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.

(10/15/21)