



COMMUNITY COLLEGE
OF RHODE ISLAND

Department of Institutional Equity and Human Resources

POSITION DESCRIPTION

POSITION: Cloud SysOps Administrator

LOCATION: Warwick Campus

REPORTS TO: Manager Systems Operations

GRADE: PSA 14

WORK SCHEDULE: Non-Standard; 35 hours per week.

SUPERVISES: N/A

ABOUT CCRI:

The Community College of Rhode Island is the state's only public comprehensive associate degree and certificate-granting institution. We provide affordable open access to higher education at locations throughout Rhode Island. Our primary mission is to offer recent high school graduates and adult learners the opportunity to acquire the knowledge and skills necessary for intellectual, professional, and personal growth through an array of academic, career, and lifelong learning programs.

At CCRI, we are committed to building an inclusive and diverse campus community. We strive to hire and retain culturally competent faculty and staff members who reflect the demographics of our state and our increasingly diverse student population.

We believe that our diversity is our strength. We celebrate, support, and thrive on the diverse experiences, backgrounds, and perspectives that are represented across our four campuses.

We are OneCCRI, working together to prepare learners to achieve their highest potential.

To learn about what employees value at CCRI and what it means to work here, please read about our Guiding Principles and watch videos of our employees doing what they do best: https://ccri.edu/hr/current_employees/culture/guidingprinciples.html

JOB SUMMARY:

The Information Technology / Operations team is responsible for maintaining and operating our data centers, on-premises and co-located including private / public cloud workloads. We do this to ensure the college has a technology structure that is cost-effective, secure, scalable, and responsive to the evolving needs of the organization.

Knight Campus

The Cloud SysOps Administrator will collaborate with the team to plan, design, implement, operate, monitor, and support technical solutions relating to all cloud services, workloads, and application needs of the college. Their primary focus will be on ensuring the availability, performance, and security of our public and private (on-premise) cloud infrastructure while collaborating with peers to support our growing cloud-based applications. In addition, the administrator will evaluate, plan for, and migrate or transition on-premise hosted applications to public or private cloud resources as needed.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Commitment to CCRI's Mission:

- Demonstrate a commitment to the philosophy and mission of a comprehensive community college.
- Work collaboratively with others and provide quality customer service in a diverse and inclusive environment.

Technical knowledge / expertise:

- Administer cloud services and systems (Windows, Linux and others).
- Build and maintain operations tools for deployment, performance, security and cost monitoring and analysis of cloud services and systems.
- Provision, configure, monitor, and maintain cloud services and security access via available web-based management consoles, scripts, and automation tools.
- Maintain proficiency in server administration, cloud system administration, and cloud DevOps technologies and practices.

Teamwork / Collaboration skills:

- Produce and maintain documentation and records relevant to the areas of responsibility.
- Troubleshoot cloud resources and assist with troubleshooting cloud-dependent services as needed.
- Implement and maintain operational tools for backups and disaster recovery of on-premises systems and cloud services/resources.
- Work with the team in Establishing and maintaining security of all cloud services.
- Evaluate, plan for, and migrate or transition on-premise hosted applications to public or private cloud resources as necessary.
- (Assist in) Analyzing and troubleshooting all issues.

Decision Making and Project Management:

- (Assist in) Establishing best practices in all technical areas, such as system administration, cloud security, cost and performance monitoring, and cloud services.
- (Assist in) Establishing and enforcing standards and procedures.
- (Assist in) Estimating resource requirements for developing specialized software.

- Evaluating and recommending existing and future cloud technologies and services for their applicability to the college.

Departmental Support:

- Train and supervise student employees and technicians as assigned and assist in evaluating training needs.
- (Assist in) Assessing technical needs of a department.
- Perform occasional duties of Senior Technical Programmer. Perform other related duties as required or as assigned by the Manager.

MINIMUM REQUIREMENTS:

- Education: Bachelor's degree or equivalent experience
- Experience: Minimum of six years' experience in the design, installation and maintenance of computer systems, server administration, cloud technology, SysOps/Devops engineering of which two years' experience shall be in the area of cloud services technical support.

COMPETENCIES / DESIRED QUALIFICATIONS:

The most suitably qualified candidate will possess the following:

- Bachelor's degree in computer science or closely related field
- Demonstrated experience in Linux server / system administration.
- Demonstrated experience and fluency in networking, security, high-availability, and disaster recovery concepts and how these relate for private and public cloud platforms.
- Demonstrated experience in production and maintenance of technical documentation, both for internal users and external communication.
- Demonstrated experience in leading, coordinating, and implementing technical projects and initiatives.
- Demonstrated experience in coordinating with vendors and other third parties.

Skills:

- Competence in the management of cloud collaboration platforms (such as Microsoft 365 and Google Workspace) and cloud services (such as Microsoft Azure, Google Cloud Platform, and Amazon Web Services)
- Experience with virtualization platforms (VMware, Proxmox) running on bare metal and/or cloud resources.
- Ability to use DevOps/GitOps practices and tools such as Git, Ansible, Puppet, Terraform, The Forman, etc. for configuration management to implement, and maintain, and grow the infrastructure.

- Knowledge, understanding, and fluency of data networking and data security principles and practices.
- Demonstrated ability to learn and use a wide variety of technologies and tools.
- Demonstrated ability to show initiative, leadership, and coordinate efforts where needed.
- Strong interpersonal skills.
- Ability to work independently, effectively, and collegially with faculty, administrators, students, and colleagues.
- Excellent analytical, organizational and communication skills.

ENVIRONMENTAL CONDITIONS:

- This position is not substantially exposed to adverse environmental conditions.

CCRI is an Equal Opportunity / Affirmative Action Employer.

We recognize that diversity and inclusivity are essential to creating a dynamic, positive and high-performing educational and work environment. We welcome applicants who can contribute to the College's commitment to excellence created by diversity and inclusivity.

CCRI prohibits discrimination, including harassment and retaliation, on the basis of race, color, national or ethnic origin, gender, gender identity or expression, religion, disability, age, sexual orientation, genetic information, marital status, citizenship status or status as a protected veteran. Inquiries or complaints concerning discrimination shall be referred to the College's Title IX Coordinator at: TitleIXCoordinator@ccri.edu.

The Jeanne Clery Act requires institutions of higher education to disclose campus policy statements and crime statistics. Our annual report is available here:

<https://www.ccri.edu/campuspolice/pdfs/Annual%20Security%20Report%202019.pdf>