COMMUNITY COLLEGE
OF RHODE ISLAND

Division of Institutional Equity and Human Resources

POSITION DESCRIPTION

TITLE	Manager of System Operations
POSITION NO.	501442
LOCATION	Warwick Campus
REPORTS TO	Interim Director
GRADECBA #	PSA 15
WORK SCHEDULE	Non-Standard: 35 hours per week
SUPERVISION	Exercises supervision over non-classified, classified and student employees. Supervises project or task related assignments of Information Technology personnel.
LIMITATION (if applicable)	
REVISION DATE	May 2023

JOB SUMMARY:

Hands-on Manager of the Systems Operations team which is responsible for the design, implementation, and maintenance of CCRI's data centers, servers, and disaster recovery solutions. The team also will lead CCRI's initiative to evaluate, select, and move to an infrastructure as a service platform such as AWS or Azure.

Additionally, the Systems Operations team plans, designs, implements, operates, monitors, and support technical solutions relating to all cloud services such as O365 and manages the production and development environments of our enterprise applications such as Banner.

DUTIES AND RESPONSIBILITIES:

- Hands-on and team leader in the management of all servers, virtual machines, disaster recovery systems, and all other data center and cloud related infrastructure. The person in this role will also occasionally be required to perform the duties of those he/she manages.
- Staff leadership including goal setting, professional development, performance management, staffing, and team building.
- Ensures all systems are patched and updated as necessary for functionality and security purposes.
- Manages vendor relationships and contracts within the area of focus.
- Database administration.
- In collaboration with the Director, Infrastructure and Operations, as well as the rest of the Information Technology team, plan, execute, facilitate, and/or support projects and staff relating to the transition and/or migration of non-cloud resources into cloud services and/or infrastructure.
- Administer cloud services and systems.
- Build and maintain operational 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, both via web-based management consoles, scripts, and automation tools.
- Implement and maintain tools for backups and disaster recovery of both on-premises systems and cloud services.
- Produce and maintain documentation and records relevant to the areas of responsibility.
- Troubleshoot cloud resources and assist with troubleshooting cloud-dependent services as needed.
- Maintain proficiency in server administration, cloud system administration, and cloud DevOps technologies and practices.
- Train and supervise both full-time staff and student employees as assigned and assist in evaluating training needs.
- Analyzing and troubleshoot all issues.
- Establishing and enforcing standards and procedures.
- Evaluating and recommending existing and future cloud technology and services with respect to their applicability to the college.

- Establishing best practices in all technical areas, such as system administration, cloud security, cost and performance monitoring, and cloud services.
- Establishing and maintaining security of all cloud services.
- Assessing technical needs of a department.
- Estimating resource requirements for developing specialized software.

LICENSES, TOOLS, AND EQUIPMENT:

ENVIRONMENTAL CONDITIONS:
This position is not substantially exposed to adverse environmental conditions.

REQUIRED QUALIFICATIONS:
- Bachelor's degree in computer science, or equivalent experience
- 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
- Demonstrated competence in the management of cloud collaboration platforms (such as Microsoft 365 and Google Workspace) and cloud services (such as Microsoft Azure and Amazon Web Services)
- Demonstrated experience in Linux and Microsoft server/system administration as well as virtualization technologies
- Demonstrated knowledge, understanding, and fluency of data networking, data security principles and practices and identity management
- Demonstrated knowledge and experience with security principal both in a data center and cloud hosted environments
- Demonstrated ability to learn and use a wide variety of technologies and tools
- Demonstrated ability to multitask and show initiative, leadership, and coordinate efforts where needed
- Strong knowledge of database technologies including Oracle, SQL Server, and MySQL
- Demonstrated experience leading a strong team of technical professionals
- Strong interpersonal skills
- Ability to work independently as well as effectively and collegially with faculty, administrators, students and colleagues
- Excellent analytical, organizational and communication skills

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.