

Job Code: 101363
Position #: (NUNC) (E)
Developed by: KK
Reviewed by: ... LK, DLJ
Approved by: LK
Date: 05/19

University of Rhode Island
Position Description

TITLE: Director, IT Infrastructure Services
DIVISION: Academic Affairs / Administration and Finance
REPORTS TO: Chief Information Officer
GRADE: 18
SUPERVISES: Professional and Technical staff

BASIC FUNCTION:

Lead service delivery for infrastructure services focusing on customer service, 24x7 uptime and building partnerships to deliver solutions that support the University's mission. Responsible for the performance and evolution of the University's enterprise information technology infrastructure and associated services, including compute, storage, data communications and associated operations.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

In support of Core Responsibilities, oversee all aspects of IT Infrastructure Services, including planning, design, optimization of services and daily operations.

Lead efforts to forecast trends and create roadmaps for infrastructure services.

Ensure that all services are delivered and managed in a manner that is consistent with guidelines established by Information Security.

Establish relationships and accounts with the major cloud vendors to ensure that University clients with specific cloud needs can be quickly and economically served.

Create, test and execute backup plans that enable system/data recovery and archive retrieval operations.

Collaborate with other teams and stakeholders to develop and test disaster recovery and business continuity plans.

Collaborate with other IT teams and stakeholders to share platform information in order to avoid the purchase and use of duplicate technologies and functionality within the enterprise.

In the area of Management and Leadership, provide leadership, vision and direction to the IT Infrastructure Services organization to ensure it will contribute to the University achieving its goals.

Work with CIO and other IT leaders to develop overall IT strategy in the context of the Academic Master Plan and President's goals.

Define and enhance methodologies and practices for service delivery in line with best practices and continuous process improvement. Track customer satisfaction as well as other metrics, publish the results and implement action plans for service improvement.

Provide support and facilitate innovative and experimental technology uses to test new ideas with bounded cost and time frames.

Ensure that processes (including those of external service providers) are conducted in line with URI social responsibility, environmental and technical policies and applicable standards and legislation.

Manage group personnel, developing their skills and capabilities to meet the needs of the organization, as well as building on existing recruiting capabilities to address new needs and skills gaps. Lead group through change as IT approaches and tools evolve.

Work to develop a group culture of respect, responsiveness, and mutual support of other team members, other ITS departments, distributed IT and the faculty and staff of other divisions.

In support of Service Governance, Strategy and Delivery, work with stakeholders and governance groups to define a prioritized set of functional outcomes and service work to accomplish those outcomes within the limitations of the budget.

Work with stakeholders to accomplish this service work in a way that improves service delivery and minimizes its ongoing support costs.

Oversee support activities in conjunction with other IT teams to ensure that applications perform well in production.

Work with the leader and team members of IT Security to ensure that the organization's applications and data are effectively secured and that risks are mitigated.

OTHER DUTIES AND RESPONSIBILITIES:

Coordinate expanded service opportunities during peak needs such as move-in weekend.

Participate in management and leadership development opportunities.

Perform other duties and responsibilities as assigned.

Conduct the majority of work at the Kingston campus of the University of Rhode Island.

Be an active presence in meetings. Be available for staff and collaborators for in-person consultation. Build essential relationships.

Attend national and international conferences, seminars and similar events. Stay up to date on important and constantly evolving aspects of IT operations at a major research University. Travel as necessary.

LICENSES, TOOLS AND EQUIPMENT:

Desktop software and work management tools, computer workstation uses, Information Technology terminology and service delivery practices.

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions.

QUALIFICATIONS

REQUIRED: Graduate degree in computer science, engineering, finance, business management or a related field; Minimum of eight years of progressive experience supporting IT infrastructure; Minimum of five years of experience managing teams supporting complex IP networks, data center environments, and/or complex cloud environments; Demonstrated knowledge and experience managing server environments; Demonstrated experience managing teams responsible for production technology, solution availability and stability, scalability, performance, and security; Demonstrated ability to uphold the goals and culture of the organization, including to help drive culture changes to best position the University for the future.; Demonstrated ability to lead, enable and motivate teams by providing advice and guidance in a nonjudgmental fashion; Demonstrated understanding of strategic university objectives and the ability to drive results toward those objectives; Demonstrated openness to, and the ability to deal with, rapid change in University needs, processes and technologies; Demonstrated strong interpersonal and verbal communication skills; Demonstrated proficiency in written communication skills; Demonstrated ability to understand key concepts and communicate effectively with technical staff, application stakeholders and senior leadership; Demonstrated ability to communicate technical concepts to nontechnical people to enhance understanding and drive decisions that lead to positive outcomes; Demonstrated ability to collaborate, build relationships and influence individuals at all levels in a matrix-management environment (as well as external vendors and service providers) to ensure that segregation and overlapping roles are identified and coordinated; Demonstrated organizational skills and demonstrated ability to perform under pressure; Demonstrated management of multiple priorities with competing demands for resources; Demonstrated analytical, data-processing and problem-solving skills; Demonstrated experience in process formulation and improvement; Demonstrated commitment to process improvement and client support; Demonstrated experience managing a high-performing, cohesive team; and, Demonstrated ability to work with diverse groups/populations.

PREFERRED: Terminal degree in computer science, engineering, finance, business management or a related field; Demonstrated experience with OCI, Azure, AWS and/or GCP cloud platforms; Demonstrated experience in higher education; Demonstrated experience managing external IT service providers; Demonstrated experience managing the risk and cost implications of IT contracts or contract negotiations; Demonstrated experience leading teams through change processes; Demonstrated evidence of membership in professional organizations, trade or user groups; and, A pattern of regular attendance at industry conferences to enhance knowledge of current technology.

ALL REQUIREMENTS ARE SUBJECT TO POSSIBLE MODIFICATION TO REASONABLY ACCOMMODATE INDIVIDUALS WITH DISABILITIES.