Director, Infrastructure Services - Job #55895

Date:
July 17, 2014

University Information Technology Services, within The University of Arizona, is accepting applications for the position of Director, Infrastructure Services. This position will be responsible for leading all the central IT infrastructure services. This includes development, delivery, and support for all centrally provided environments (platforms, storage, databases, and research tools), networks (core, wireless, research, voice, etc.), middleware, data centers, visualization facilities, etc.

Visit: whyUA? [1]

Outstanding UA benefits include health, dental, vision, and life insurance; sick leave and holidays; UA/ASU/NAU tuition reduction for employee and qualified family members; access to campus cultural and recreational activities; retirement, and more!

Duties include:

- Drive out a vision and roadmap for infrastructure services, accounting for current and future needs upon the environments, network, research, etc. This includes security support, audio/video, Quality of Service, wireless, research environments, seamless VOIP deployment, telepresence, tiered storage, virtual environments, advanced middleware practices, etc.
- Establish a culture where individual and team focus is on their contributions to the broader institutional mission re: instruction, research, and outreach.
- Meet all impactful project/service delivery and support expectations.
- Deliver solutions that meet the broad needs of campus.
- Establish streamlined, measurable processes for all infrastructure services.
- Provide timely metrics on project status, service/delivery/quality/cost metrics, trends, and SLAs.
- Integrate in-house and cloud-based IaaS and PaaS approaches into the UITS infrastructure service offerings.
- Partner with the ISO to align expectations of our security practices.
- Drive out cost savings in support of the CIO’s IT Optimization strategy.
- Implement continuous improvement efforts for quicker, less costly, delivery of projects and services.
- Support a menu of commonly requested environment services, which can be quickly costed and delivered.
- Execute appropriate delivery methodologies and support processes.
- Create and maintain budgets and forecasts supporting all UITS infrastructure efforts.
- Work closely with the Project and Service Success Office, business analysts’ teams, Solution Architecture team, Applications team, and Service Center teams in providing timely, cost effective, and appropriate solutions and services for our customers.
- Collaborate tightly and effectively with the ISO, Campus Executive Director, and campus
IT leadership and personnel.
- Actively engage with external subject matter experts to stay current on infrastructure trends impacting higher education and our Never Settle mission.
- Advise CIO leadership about our infrastructure services, vision, trends, and risks.
- Establish mitigation plans for all significant risks to infrastructure service delivery and support continuity.
- Influence, partner, hold accountable, and leverage vendors as appropriate to our mission.

Minimum Qualifications:
- Proven experience in leading infrastructure delivery and support, via a service centric approach.
- Proven experience delivering carrier class network services in an environment dependent upon wireless, audio/video convergence, VOIP, telepresence, and large, fast data pipes.
- Proven record of excellent written and verbal communications with both internal and external clients.
- Demonstrated understanding of our institutional mission and strategic plan, and the role infrastructure services has to support the mission and plan.
- Candidate must have a good understanding of best practices in infrastructure delivery lifecycle methodologies, Infrastructure support processes and tools, infrastructure security, and change management practices.
- Must be passionate, partnering, "can do", proactive and detail-oriented, capable of exercising independent judgment.
- Proven ability to provide strong leadership, manage teams, mentor team members and provide guidance on best practices and methodologies.
- Successful track record providing proactive, scheduled, and incident-triggered infrastructure support, an presenting results to CIO and Executive Leadership
- Successful track record delivering solutions, and presenting risks and results to CIO and Executive Leadership.
- Demonstrated evangelist for root cause analysis and resolution, change management, incident management, availability management, capacity management, and security adherence.
- Excellent verbal and written communication skills, with proven ability to drive decisions across direct reports, influencers, and governance.
- Ability to manage up, down and across the University.
- Strong ability to work collaboratively and partner effectively.
- Outstanding organizational skills and attention to detail.
- Must be strong strategist to meet objectives, provide creative ideas, and drive successful project execution.
- Ability to work well under pressure and handle a wide-range of diversified projects simultaneously.
- At least 10 years' experience in increasingly complex technology service roles.

For complete details and to apply, please click on this link: www.uacareertrack.com/applicants/Central?quickFind=212868
PLEASE NOTE: In order to receive proper consideration, applications must be submitted directly via the UA Career Track site. Applications submitted via any other source (including this site) will not be considered.

The University of Arizona is an EEO/AA - M/W/D/V Employer.

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