DIRECTOR, INFRASTRUCTURE AND CLOUD SERVICES

Purpose Statement

The job of Director, Infrastructure and Cloud Services is done for the purpose/s of planning, coordinating and directing the functions of the Infrastructure and Cloud Services unit; identifies customer and operational needs of multiple on-premises and cloud-based solutions; serving as a subject-matter expert and trusted source to executive leadership; providing influence and consultation in the development of the larger organizational or business strategy; supervising and evaluating the performance of assigned staff.

Essential Functions

- Plans, organizes, and directs the operations of multiple on-premises and cloud-based solutions by identifying customer and operational needs; analyzing resources, costs, forecasts and incorporating them into business plans.

- Collaborates and engages with cross-functional teams to champion and drive support for the purpose of ensuring delivery of customer services provided to SDCOE/District/Charter customer needs.

- Coordinates and identifies architecture and design of scalable, performant and cost-effective infrastructure, and management solutions.

- Delivers operational excellence and infrastructure best practices whether bare-metal or containers, both within the datacenter and within the cloud (AWS, GCP, Azure etc.).

- Manages the Cloud and Compute Infrastructure Project Portfolio.

- Develops, manages, and reports Key Performance Indicators (KPI's) for departmental activities.

- Researches emerging technology for the purpose of being knowledgeable on trends, recommending acquisitions for improving efficiencies and reducing costs to the assigned manager.

- Utilizes technical skills to coordinate enhancements and deployment efforts.

- Identifies, hardware, software, external service cost estimates, and resource requirements to meet assigned project scopes and objectives.

- Maintains and evaluates Lifecycle management of SDCOE infrastructure hardware

- Serves as liaison between ITS and stakeholders (internal and external) in the planning and onboarding of data center and cloud projects.

- Reviews and recommends proposed solutions to ensure the delivery of a quality product or service.

- Informs stakeholders of the strategy for deployment of new implementations, maintenance, and upgrades of existing equipment.

- Confirms alignment of SDCOE/District/Charter customer expectations and implementation plans.

- Provides documentation and communication to peers and management for status, coordination, objectives, and performance.

- Oversees vendors' work efforts on implementations to ensure services needed by the department and organization.
- Ensures compliance of departmental incident, problem, and change management procedures in accordance with ITIL standards.
- Facilitates meetings for assigned technical projects.
- Ensures project technical designs meet ITS's operational requirements, comply with ITS infrastructure, security standards and complies with all relevant state and federal rules and regulations.
- Provides and manages the delivery of services and support 24 hours a day for the purpose of providing services within established timeframes and in compliance with related systems standards and requirements.
- Participates in meetings, workshops and/or trainings for the purpose of conveying and/or gathering information required to perform job functions.
- Performs personnel administrative functions (e.g. hiring, counseling, training, supervising, evaluating, providing professional development opportunities, etc.) for the purpose of maintaining necessary staffing, enhancing productivity of staff, and ensuring necessary department/program outcomes are achieved.

Other Functions:
- Performs other duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

Job Requirements: Minimum Qualifications
Skills, Knowledge and Abilities
SKILLS required to perform multiple, technical tasks with a need to occasionally upgrade skills in order to meet changing job conditions. Specific skill-based competencies required to satisfactorily perform the functions of the job include: planning and managing projects and programs; utilizing pertinent network, applications, operating system; operating within established financial parameters; developing effective working relationships; preparing and maintaining accurate records; and applying program evaluation and assessment techniques.

KNOWLEDGE is required to review and interpret highly technical information, write technical materials, and/or speak persuasively to implement desired actions; and analyze situations to define issues and draw conclusions; network principles; project management; addressing performance gaps and implementing contingency plans; experience with hypervisors and virtual machines (VMware, Hyper-V, others); practical knowledge of LAMP (Linux, Apache, MySQL, PHP) and Microsoft (Windows Server, IIS, MS SQL) technologies; solid understanding of key cloud design concepts such as "High Availability" (HA), "Elastic Load Balancing" (ELB), especially in relation to modern disaster recovery (DR) methodologies and cloud-based solution design; detailed knowledge of key cloud-specific technologies (EC2, S3, RDS, AZ) ; Amazon services such as CloudWatch, CloudFormation, CloudTrail; version control and release management concepts and tools for code branching and merging; managing infrastructure in hosted and on-premises datacenter environments; Amazon AWS and Microsoft Azure in an enterprise setting;

ABILITY is required to deliver key objectives within a defined schedule and budget; schedule a significant number of activities, meetings, and/or events; routinely gather, collate, and/or classify data; use job-related equipment; demonstrate flexibility to work independently and with others in

a wide variety of circumstances; analyze data utilizing defined but different processes; work effectively with a significant diversity of individuals and/or groups; work with data of varied types and/or purposes; work independently and with others to solve complex problems and create action plans; interpret and apply laws, regulations, and guidelines to accomplish tasks; communicate effectively orally and in writing with diverse populations; establish and maintain effective working relationships; meet multiple deadlines and manage conflicting schedules; set priorities; work with multiple projects, frequent interruptions, and changing work priorities; work with detailed information/data and maintain accurate records; maintain confidentiality; facilitate communication between persons with frequently divergent positions; and work extended hours as needed to accomplish assigned tasks.

Responsibility

Responsibilities include: working independently under broad organizational guidelines to achieve unit objectives; directing other persons within a department, large work unit, and/or across several small work units; directing the use of budgeted funds within a work unit. Utilization of resources from other work units is often required to perform the job's functions. There is a continual opportunity to impact the organization's services.

Working Environment

The usual and customary methods of performing the job's functions require the following physical demands: some lifting, carrying, pushing, and/or pulling, and significant fine finger dexterity. Generally the job requires 90% sitting, 5% walking, and 5% standing. This job is performed in a generally clean and healthy environment.

Education and Experience

Experience: Five (5) years of progressively responsible experience in directing and coordinating the computer operations in a large mainframe environment. Experience must include progressive directly related experience in managing complex data center projects. Including two (2) years of supervisory experience required.

Education: Bachelor's degree in computer science, information system, data management, or related field.

Equivalency   A combination of education and experience equivalent to a bachelor's degree in computer science, information systems, data management, or related field and five (5) years of progressively responsible experience in directing and coordinating the computer operations in a large mainframe environment. Experience must include progressive directly related experience in managing complex data center projects. Including two (2) years of supervisory experience required.

Required Testing	Certificates
N/A	Valid CA Driver's License

Continuing Educ./Training	Clearances
N/A	Criminal Justice
	Fingerprint/Background clearance
	Physical exam including drug screen
	Tuberculosis Clearance

<u>FLSA State:</u>   Exempt

<u>Salary Grade</u>: Classified Management, Grade 50

Personnel Commission Approved: <u>May 29, 2019</u>