THE CATHOLIC UNIVERSITY OF AMERICA

Systems Engineer III (full-time, 35 hours/week)
Technology Services
Position 101660

Position Summary: The Operations division of Technology Services maintains a stable, reliable, available, scalable and cost effective network, computing and communications infrastructure sufficient to accommodate the university's needs, and provides cost effective and high quality technical support to the university community.

The role of the Operations infrastructure group includes installing and maintaining network, server, central storage systems and related systems and services; establishing the client computer architecture and installing and maintaining systems and services necessary to deploy and manage it; maintaining the security of computers, networks, and their data; maintaining adequate network, server and central storage system performance levels; planning for and evaluating new technologies; an prototyping systems and configurations. Maintains a stable, reliable, available computing infrastructure for the university, performing installation, configuration, operation and maintenance of related equipment and software. Plans and implements solutions to meet computing infrastructure requirements.

Essential Responsibilities Include: Administer computing infrastructure including equipment and software, and maintain related documentation. Install, configure and maintain the university computing infrastructure, including servers, storage systems, virtualization and cloud computing environments, client computing devices, backup, and all related equipment and software. Maintain up-to-date technical knowledge of the computing infrastructure in use at the university. Perform assigned operational tasks in an accurate, timely and efficient manner. Take appropriate, timely action to resolve computing infrastructure problems when they occur; perform root cause analysis and follow up to ensure the issues are addressed at the root level. Implement and maintain procedures or software to enhance and/or automate system administration tasks; document programs and procedures; ensure that automated tasks perform correctly. Monitor and maintain the integrity and security of systems and data; plan and implement changes to avert problems. Maintain inventory and documentation of equipment and software, including specifications, configuration, diagrams, connections, licensing, product life cycle and maintenance information, keep documentation update and accurate. Coordinate with external vendors to resolve technical problems.

Plan and implement new or upgraded computing infrastructure equipment and software. Design and develop plans to enhance the computing infrastructure; research products and establish technical requirements; define project scope, requirements and deliverables, and develop a project plan to meet objectives. Coordinate project activities, including performing assigned tasks and coordinating with external providers or contractors, ensuring project remains on schedule and that work accomplished meets specifications. Integrate server and storage platforms into the existing architecture. Investigate and report on feasibility of new technology as it pertains to the University's computing environment as directed. Develop computing infra-structure related contingency plans and disaster recovery services and procedures. Investigate and report on feasibility of new technology as it pertains to the university's computing infrastructure.

Provide technical Support, in a pleasant professional and courteous manner. Perform troubleshooting and resolution of computing infrastructure problems, including root cause analysis, and identify improvements to minimize impact of future occurrences. Coordinate with other campus groups and external vendors to resolve technical problems as needed. Implement approved improvements. Process assigned service request tickets according to established procedures and SLAs. Provide technical support for other Technology Services departments and groups, including the Service Desk, as required. Serve as technical liaison to non-University vendors or technical organizations as required.

Other Administrative Duties: Work independently or in teams to carry out assignments within the framework established by the supervisor and in conformance with established practices and procedures; bring unexpected or controversial findings to the supervisor’s attention. Provide regular progress and status reports to the supervisor. Create and present written or oral briefings. Cross train staff in infrastructure technologies as required. Participate in operations group meetings and activities. Participate in interdepartmental Technology Services meetings and project teams as directed, including representing the Operations group in Change Control and Operations Quality Review meetings. Follow CUA and Technology Services staff guidelines and requirements. Perform other job-related duties as assigned by the immediate supervisor, Director of Operations, or CIO.
Minimum Qualifications: A Bachelor’s Degree, and five (5) years’ experience in administering enterprise-class computing infrastructure in a Microsoft Active Directory environment. At least one (1) year materially demonstrated success in implementing enterprise computing infrastructure in a large campus environment. Current, expert-level certification in Microsoft Windows Server is required, Microsoft Solutions Expert (MCSE).

Preferred Qualifications: Knowledge of, and materially demonstrable skill in applying the following:
- IT concepts, principles, methods, and practices;
- Information Security principles and methods;
- Programming principles, methods, and practices;
- Local area networking concepts, methods and protocols;
- Microsoft networking concepts, methods and protocols;
- Microsoft Office applications.

Knowledge of, and materially demonstrable experience in implementing and configuring, the following technologies:
- Microsoft Active Directory;
- Microsoft Windows in an Active Directory environment;
- Microsoft Windows Server in an Active Directory environment;
- Microsoft PowerShell for server administration;
- VMware vSphere;
- Enterprise system backup software;

Knowledge of, and materially demonstrable experience in implementing, configuring and administering, at least two of the following technologies:
- Enterprise storage area network (SAN) and network attached storage (NAS) systems, especially fiber optic-based;
- Additional enterprise server virtualization software, especially Microsoft Hyper-V;
- Enterprise messaging, especially Microsoft Exchange 2010 or later, Microsoft office 365 or Google Apps;
- Enterprise desktop deployment and application distribution strategies, methods and tools;
- Infrastructure as a Service (IaaS) services, especially Microsoft Azure or Amazon Web Services;
- Software programming, especially using Microsoft PowerShell.

Experience implementing and configuring the following technologies is a plus:
- Additional desktop operation systems, especially Mac OS or Linux;
- Linux server;
- Virtual networking for on-premises virtualization system or IaaS cloud services;
- Enterprise-class IP telephony (VoIP);
- Enterprise email security products, especially Cisco IronPort;
- Relational databases, especially Microsoft SQL Server.

One or more of the following certifications is desirable:
- Information security certification, e.g., CompTIA Security+, CompTIA CASP, CISSP;
- Linux server certification, e.g., RHCE;
- Data center or cloud virtualization certification, e.g., VCAP, VCDX;
- Enterprise storage certification, e.g., EMCSA.

How to apply: forward application, resume, cover letter and salary requirements (salary expectations are considered part of application process): CUARecruitment@cua.edu. Reference position Systems Engineer III or 101660 in subject line of email. This position is open until filled.

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