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; and 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. 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. Take appropriate, timely action to resolve computing infrastructure problems when they occur. 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; identify changes needed to avert problems and implement them as directed. Monitor, analyze and report on utilization and performance trends of the. Computing infrastructure, identify potential performance or capacity problems, identify changes needed to avert problems and implement them as directed. Maintain inventory and documentation of equipment and software, including specifications, configuration, diagrams, connections, licensing, product lifecycle and maintenance information; keep documentation updated and accurate. Coordinate with external vendors to resolve technical problems.

Implement new or upgraded computing infrastructure. Develop plans to enhance the computing infrastructure, including hardware, software and procedures, as directed; research methodologies, tools and products; define project requirements, and deliverables, and develop a project plan to meet objectives. Perform project tasks and coordinate with other team members, external providers or contractors as needed to accomplish project goals. Ensure appropriate documentation, including configuration settings, is written and maintained. Perform technical testing and migration to the production environment of new or enhanced systems and services, ensuring minimal disruption to current operations. Ensure rigorous application of information security/information assurance policies, principles, and practices in the delivery computing services. Work with supervisor to develop computing infrastructure-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 as directed.

Provide technical support, in a pleasant, professional and courteous manner. Process assigned service request tickets according to established procedures and SLAs. Analyze computing infrastructure malfunctions, and implement necessary corrective actions, in an accurate, timely and efficient manner. 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 as required. 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 one (1) year experience administering enterprise-class computing infrastructure in a Microsoft Active Directory environment.

**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 PowerShell for server administration
- Microsoft Office applications

Knowledge of, and materially demonstrable skill in configuring and administrating, the following technologies:
- Microsoft Active Directory, including user and computer accounts and Group Policy Objects
- Microsoft Windows 7 or later in an Active Directory environment
- Microsoft Windows Server in an Active Directory environment
- Enterprise system backup software

Knowledge of, and materially demonstrable experience configuring and administrating, at least one of the following technologies is highly desirable:
- Enterprise storage area network (SAN) and network attached storage (NAS) systems, especially fiber optic-based
- Enterprise server virtualization software, especially VMware vSphere or Microsoft Hyper-V
- Enterprise messaging, especially Microsoft Exchange, 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 operating systems, especially Mac OS or Linux
- Linux server
- Virtualization system or IaaS cloud services virtual networking
- Enterprise-class IP telephony (VoIP)
- Enterprise email security products, especially Cisco IronPort
- Relational databases, especially Microsoft SQL Server
- Enterprise monitoring/management tools

Current, associate-level certification in Microsoft Windows Server is required, e.g.,
- Microsoft Solutions Associate (MCSA): Windows Server

This certification is highly desirable:
- Expert-level certification in Microsoft Windows Server, e.g., MCSE

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 101706 in subject line of email. Applications close on 6/27/16.

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