

Position Description

Position Description	
JOB ID:	9596
Position Number:	02023951
UC Path Position #	40262912
Dept:	ENT APPS & INFRASTRUCTURE SVCS - 061419
Position:	System Administration Services (SAS) Service Manager
Approved Payroll Title Code:	0500
Approved Payroll Title:	INFO SYS ANL 5
Approved MSP Salary Grade:	
Approved PSS Salary Grade:	MSP26
POSITION DETAILS	
Job Summary:	<p>Under the general direction of the Enterprise Infrastructure Services (EIS) Enterprise Services Manager, provide administrative and technical leadership over the System Administration Services (SAS) team, which includes Windows and Linux systems administration and database administration. Provides supervision of staff including authority to hire, transfer, suspend, lay off, recall, promote, discharge, assign, reward, or discipline other employees, or responsibility to direct them, or to adjust their grievances, or effectively to recommend this action. Performs the highest level of technical support for enterprise critical systems that support the mission of the University. Service Manager for SAS services, developing service portfolio, interfacing with customers, and ensuring the success of the SAS team.</p>
Campus Job Scope:	
Department Specific Job Scope:	<p>Supervise unit comprised of systems administrators, database administrators and student assistants. Provide leadership, mentoring, and oversight to two teams: Windows and Linux systems administrators providing systems administration and application support to campus departments and enterprise services, and database administrators supporting Oracle and other databases used by major campus systems such as Banner and Identity Management.</p> <p>The mission of Information & Educational Technology (IET) is to create and support an information technology environment that enhances the ability of the UC Davis community to teach, do research and provide public service. In support of the University's mission, IET will deliver an infrastructure of technological services appropriate to the requirements of the campus community.</p> <p>Enterprise Infrastructure Services creates, deploys, and manages business, academic, and infrastructure systems. EIS has a team of technology subject matter experts who advise the campus about the appropriate application of technology to solve business problems. The Enterprise Services team delivers</p>

	<p>campus-wide and department-focused technology services including client, infrastructure, and enterprise application support.</p>
<p>Positions Supervised:</p>	<p>SYS ADM 5 - 1.0 FTE SYS ADM 4 - 3.0 FTE SYS ADM 3 - 1.0 FTE DATABASE ADM 5 - 3.0 FTE Student Assistants</p>
<p>Essential Responsibilities:</p>	<p>60% SYSTEM ADMINISTRATION SERVICES AND LEADERSHIP Provide leadership in the establishment of goals and plans for the System Administration Services (SAS) unit in alignment with IET, campus, and UC requirements. Provide leadership and direction for the SAS team, which includes the Windows and Linux systems administrators and database administrators. Identify, implement, and adapt unit's goals, priorities, and scope of work to meet larger UC Davis goals and objectives. Leverage analytics and industry trends to identify opportunities and lead initiatives to achieve operational excellence. Support continuous process improvement programs, collaborating with other IET, campus IT, and business units to improve service delivery.</p> <p>Provide expert-level systems and database administration support for campus enterprise infrastructure and client-hosted systems; provide Tier-3 technical support on applications and systems. Work with campus system administrators, operations staff, network administrators, database administrators, campus work groups, and/or vendors to analyze, resolve, or escalate technical systems issues.</p> <p>Analyze and modify procedures for compliance with IET, campus, and UC standards and policies while providing the highest levels of service and most cost-effective implementations. Develop standards, procedures, direction, and scope of work.</p> <p>Supervise staff and operations, and delegate work and set priorities for SAS. Responsible for oversight of personnel management functions for the unit including recruiting, training, mentoring, counseling, and performance management. Conduct meetings to facilitate communication among systems and database administrators. Recruit, hire, write PDs, manage staff performance, write performance reviews, and other supervisory duties.</p> <p>20% IT SECURITY AND ARCHITECTURE SUPPORT Drive adoption of campus IT security policies, collaborating with departments to develop strategies to meet new requirements and maintain security of existing services and applications. Following policy and partnering with campus departments and colleges, conceptualize, plan, design, and implement complete and integrated solutions for UCD Campus. Work with systems administrators, operations staff, network administrators, database administrators, campus workgroups, and vendors to analyze, resolve, or escalate technical and security issues for SAS services. Aid the Information Security Office to detect and follow-up on security incidents.</p> <p>20% SERVICE MANAGEMENT Develop and maintain good working relationships with customers, other members of the Enterprise Infrastructure Services unit, Information and Educational Technology, campus technical administrators, and vendors.</p> <p>Identify opportunities to resolve campus business needs via the most cost effective, efficient means possible. Translate business demand into services and business solutions. Manage infrastructure and client-owned services, coordinating communications with service owners, clients, and campus. Consult with service managers, technical staff, and campus clients on opportunities to improve service delivery.</p>
<p>Physical Demands:</p>	<p>Sit for extended periods of time working at a computer terminal using a keyboard to enter and retrieve data.</p>

	Read CRT and LED screens for extended periods of time.
Work Environment:	<p>Due to the mission-critical services provided by this department, this position may work hours other than M-F 8-5, especially in response to system problems.</p> <p>Must be routinely on-call as required and carry pager/cell phone.</p> <p>Work flexible or extended hours and/or flexible shifts outside of 8 AM to 5 PM to meet project deadlines or to respond to emergency situations, participation in formal on-call status for after-hours repair/response.</p> <p>Occasional travel required.</p> <p>Travel to campus and off campus locations. Occasional travel is required.</p> <p>Vacation is restricted during peak work periods.</p> <p>Adhere to workplace safety practices, read information communicated about workplace safety, complete required safety training on time, and report any workplace safety issues promptly to their supervisor or the designated safety coordinator.</p> <p>UC Davis is a smoke and tobacco free campus. Smoking, the use of smokeless tobacco products and the use of unregulated nicotine products (e-cigarettes) will be strictly prohibited on any UC Davis owned or leased property, indoors and outdoors, including parking lots and residential space.</p>
Background Check:	Yes
QUALIFICATIONS	
Minimum Qualifications:	<p>Experience supervising, managing or leading Information Technology teams and/or projects.</p> <p>Experience performing needs analysis, system planning, design, procurement, testing, implementation, administration, troubleshooting, problem remediation, documentation, and capacity planning in a Windows or Linux environment for both Enterprise and client applications.</p> <p>Experience managing systems storing data with regulatory requirements such as FERPA.</p> <p>Interpersonal skills and experience communicating with all technical levels and to prepare and present written and oral reports.</p> <p>Experience coordinating a multitude of simultaneous complex activities and projects in a dynamic work environment, requiring frequent changes to work schedules, priorities, and scope.</p>
Preferred Qualifications for Selection:	<p>Bachelor's degree in computer science or a related area and/or equivalent experience and training.</p> <p>Experience with ITIL processes, including Change Management, Incident Management, and Problem Management.</p>

Expectations

Job Expectations

Address any workplace safety issues with staff you supervise or lead. Ensure all staff are informed of typical workplace hazards via the job safety analysis and personal protective equipment process and complete required safety training. Assists the safety coordinator and safety officers in implementing workplace safety practices. Escalate any issues to the designated safety coordinator, safety officer, and/or department director promptly.

Accountability for the safekeeping of resources in the employee's care and custody and for following and implementing the cyber-safety guidelines.

Read and model the UC Davis Principles of Community

Communication skills to effectively present information (oral, written, presentation, documentation).

Convey a helpful and positive attitude in support of the department's client service environment.

Willingness to routinely stay in communication with technical staff at other organizations to stay abreast of computing developments and resources available over the network.

Highly motivated and results orientated.

Work with a diverse group of people in such a manner as to build high morale and group commitments to goals and objectives.

Independently follow projects through to successful completion with a high degree of quality.

Attendance at conferences, classes, and exhibits, involvement in professional groups and associations, subscriptions to and readership of professional literature, and other sources of learning will all be referenced in evaluating the incumbent's initiative in this area.

Meet client and management expectations by being consistently punctual, reliable, and flexible.

Meet or exceed key point indicators as defined in the yearly goals of the employee performance appraisal.