# (PD-3120) Operations Engineer

## POSITION INFORMATION

<table>
<thead>
<tr>
<th>Internal Team:*</th>
<th>SL-ITS-App Data &amp; Integratn Ops - 134525</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job Code/Employee Classification:*</td>
<td>Analyst/Programmer 12 Mo</td>
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<tr>
<td>MPP Job Code:</td>
<td></td>
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<td>Position Number:</td>
<td>Analyst/Programmer 12 Mo</td>
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<tr>
<td>CSU Working Title:*</td>
<td>Operations Engineer</td>
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<tr>
<td>Reports To:*</td>
<td>Mgr, Enterprise App Servcs</td>
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<tr>
<td>Campus:*</td>
<td>San Luis Obispo</td>
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<tr>
<td>Division:*</td>
<td>Information Services</td>
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<tr>
<td>College/Program:*</td>
<td>ITS - Info Technology Svcs</td>
</tr>
<tr>
<td>Department:*</td>
<td>ITS-App Data &amp; Integratn Ops - 134525</td>
</tr>
<tr>
<td>FLSA Status:</td>
<td>Exempt</td>
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</table>

## SENSITIVE POSITION

| Sensitive Position: | ☐ Yes ☐ No |
| Job Summary/Basic Function:* | Under general supervision, this position designs, integrates, delivers, and provides moderately complex, routine and varied consultation, project management, and Tier 2 operational support of applications or services, development operations (DevOps), with an emphasis on automation and/or infrastructure as code where appropriate. Primary activities include providing day-to-day maintenance and long-term assistance to ensure services, subsystems, and infrastructure function together and business needs are met. |
| Minimum Qualifications:* | Bachelor’s degree and two years of relevant experience. Additional qualifying experience may be substituted for up to two years of the required education on a year-for-year basis. |
Required Qualifications:
1. Demonstrated programming experience using modern languages and frameworks (e.g., Java, PHP, Python, JavaScript/TypeScript, PowerShell, etc.)
2. Demonstrated experience using database/query languages to store, manipulate, and retrieve data (e.g., MySQL, Oracle, MSSQL, PostgreSQL, or Aurora)
3. Working knowledge of software development life cycle (SDLC), continuous improvement and change management business practices.
4. Thorough working knowledge of testing practices and application debugging and troubleshooting procedures.
5. Demonstrated ability to identify and implement critical maintenance fixes and to isolate and correct malfunctions, including interface problems.
6. Ability to identify, assess impact, and develop recovery strategies and documentation for application or system failures.
7. Working knowledge of common software application packages and deployment automation tools for performance monitoring and issues tracking.
8. Demonstrated experience with Linux, UNIX, and Windows operating systems.
9. Demonstrated ability to research and evaluate new technologies and software to meet user needs.
10. Demonstrated ability to work with technical and non-technical staff to identify user requirements and translate them into technology-based solutions.
11. Ability to use creative problem-solving skills and apply effective technical solutions.
12. Ability to apply campus information security policy and standards to develop specific security requirements. Ability to apply security models and frameworks to ensure appropriate database security is maintained.
13. Excellent verbal and written communication skills, including the ability to prepare and deliver formal and informal documentation, presentations, and training to a variety of end users.
14. Excellent organizational and time management skills with the ability to set own priorities to coordinate multiple assignments with fluctuating and time-sensitive deadlines.
15. Ability to foster and maintain positive and professional working relationships; ability to effectively handle interpersonal interactions at all levels and respond appropriately to conflicts and problems.
16. General knowledge of requirements for accessibility and other regulatory compliance.

Preferred Qualifications:
1. Degree in computer science or related field.
2. Certifications:
   • Associate AWS SysOps Administrator or higher
   • Associate AWS Developer or higher
3. Demonstrated experience with AWS tools, services, and frameworks.
4. Demonstrated experience managing cloud hosted services using container-based deployments.
5. Working knowledge of cloud technologies and DevOps application management strategies and techniques; working knowledge of CI/CD concepts, workflows, and code management standards.
6. Working knowledge of Identity and Access Management (IAM) technologies, Single Sign-On (SSO) protocols such as CAS and SAML, and LDAP-based authentication and directory services
7. Demonstrated experience with deployment automation tools and techniques.
8. Thorough working knowledge of lean/agile work management processes.
9. Demonstrated experience with data networking TCP/IP concepts and how they relate to application delivery.
10. Demonstrated experience programming using modern languages and frameworks (e.g., Java, PHP, Python, JavaScript/TypeScript, etc.)
11. Demonstrated experience using relational databases and query languages to store, manipulate, and retrieve data (e.g., MySQL, Oracle, MSSql, PostgreSQL, or Aurora)

Special Conditions:
• Ability to safely move equipment up to 50 pounds, with or without assistance.
• Must be able to successfully pass a pre-employment background/fingerprint check.
• This position classification has been defined as exempt and is not subject to the overtime provisions of the Fair Labor Standards Act (FLSA).
• Must be able to adjust working hours to meet special jobs. Must be able to work overtime or holidays on an as-needed basis.
• May be called back periodically to perform work as needed on an emergency basis.
• Must be able to rotate evening, weekend, and holiday "on-call" hours, and be reached in support of production processing.
• Must be willing to travel and attend training programs off-site.
• The person holding this position is considered a "mandated reporter" under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 as a condition of employment.

License / Certification:
N/A

Mandated Reporter:
General - The person holding this position is considered a general mandated reporter under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083, revised July 21, 2017.
**NCAA:**
- Yes
- No

**Conflict of Interest:**
- None

**Supervises Employees:**
- Yes
- No

## Job Duties

### JOB DUTIES

<table>
<thead>
<tr>
<th>% of time</th>
<th>Duties / Responsibilities</th>
<th>Essential / Marginal</th>
</tr>
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<tbody>
<tr>
<td>90</td>
<td>Operations Engineering: Deploys, integrates, configures, and provides moderately complex, routine and varied consultation, project management, and Tier 2 operational support of applications or services, development operations (DevOps). 1. As a member of a DevOps team, leverages operations expertise to work collaboratively with service owners to deliver compelling technical service offerings to a variety of campus customers. 2. Deploys and supports comprehensive service offerings including detailed documentation regarding support, monitoring, access control, logging, maintenance and continuity. 3. Provides Tier 2 escalation support as needed for service requests and complex problem resolution. 4. Develops, programs, and/or deploys automation workflows for deployment, configuration, and/or monitoring of systems/services. 5. Manages and maintains automation tools and infrastructure, including security configurations. 6. Performs integration, migration, configuration, and security of existing applications and services into automated infrastructures. Performs application deployments between multiple environments. 7. Install, test, maintain, and troubleshoot software. 8. Use SDLC methods and procedures to facilitate application source code management and modifications. 9. Analyze user system and application needs; recommend and implement appropriate solutions. Develop and conduct user needs assessments. 10. Analyze security requirements and implement procedures to meet these requirements. 11. Review assigned responsibilities to identify and manage security risks. Escalate security issues as appropriate. 12. Prepare and maintain documentation. Develop training materials.</td>
<td>Essential</td>
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Consultation, Collaboration, & Support:
1. Develop and implement project and maintenance plans for enterprise applications and associated systems. 2. Consult and collaborate with functional customers and technical staff to identify and document requirements. Determine and evaluate alternative approaches to meet user needs and recommend optimal solutions. 3. Provide escalated support to both technical and non-technical staff. 4. Leverage design expertise to collaborate with stakeholders to identify and implement procedures that facilitate a smooth delivery of or enhancements to existing services. 5. Assess vendor proposals and provide technical recommendations. | 

<table>
<thead>
<tr>
<th>% of time</th>
<th>Related Job Functions</th>
<th>Essential</th>
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<tbody>
<tr>
<td>10</td>
<td>Document assignment status as required by supervisor. Escalate problems or unexpected resource requirements. 2. Apply general knowledge of requirements for accessibility and other regulatory compliance where appropriate. 3. Identify opportunities to enhance customer experience and improve service offerings. 4. Support continuous improvement initiatives. 5. Provide training to other employees as needed and provide lead work direction to student assistants. 6. Use available resources to maintain and enhance technical currency. 7. Maintain and develop interpersonal skills to support departmental collaboration and success. 8. Perform other job-related duties and special projects as assigned.</td>
<td>Essential</td>
</tr>
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