(PD-1823) Platform Engineer

POSITION INFORMATION

Internal Team:* SL-ITS - Infrastructure Services - 133800
Job Code/Employee Classification:* Operating Sys Analyst 12 Mo
  Job Code: 0410

MPP Job Code:
Position Number: Operating Sys Analyst 12 Mo
  Position no: SL-00010090

CSU Working Title:* Platform Engineer
Reports To:* Infra & Pitfmr Serv Eng Mngr
Campus:* San Luis Obispo
Division:* Information Services
College/Program:* ITS - Info Technology Svcs
Department:* ITS - Infrastructure Services - 133800
FLSA Status: Exempt

SENSITIVE POSITION

Sensitive Position: ☑ Yes ☐ No

Job Summary/Basic Function:* Under the general direction of the Infrastructure and Platform Services Engineering Manager, this position is a member of the DevOps team and supports the ITS-Infrastructure & Platform Services group and their interface with other campus systems and services; provides AWS, Azure, Nutanix, VMware and Workstation platforms and associated services analysis, modifications, maintenance, installation and design which supports internal ITS support staff and the user community on the use of these services. This position also maintains and supports assigned systems and services to ensure system availability, integrity and reliability.

Minimum Qualifications:* Education and Experience: 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:

Knowledge of enterprise level infrastructure and platform services such as Monitoring, CI/CD, Configuration Management, SANs and OS Deployment Automation.

Demonstrated skill designing and working in complex cloud or on-premise datacenter.

Thorough knowledge of and demonstrated skill with automation languages (e.g. Bash, Ruby, Terraform, and PowerShell).

Demonstrated ability with designing and deploying systems utilizing CI/CD tools in a large-scale enterprise DevOps environment (e.g. MS SCCM, MDM, Ansible, Chef Puppet and Jenkins).

Demonstrated ability to lead and plan upgrades to platform and system configuration that improve utilization and reliability based on analysis of platform, system, application and production requirements.

Advanced ability to interface and integrate complex campus systems within multiple operating environments and platforms.

Demonstrated skill with software application packages and tools for performance monitoring and issues tracking.

Comprehensive knowledge of Windows, Mac and Linux operating systems and demonstrated skill using current design and deployment practices, including integrating backup/restore, system maintenance, configuration management, network optimization and security.

Ability to research and evaluate new technologies and vendor software to meet user needs.

Demonstrated ability to work with technical and non-technical staff to identify user requirements and translate them into technology-based solutions and project plans.

Demonstrated history of using creative problem-solving skills to design and deploy effective technical solutions.

Ability to apply campus information security policy and standards to develop specific security requirements.

Ability to apply security models and frameworks to ensure appropriate security is maintained.

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.

Excellent organizational and time management skills with the ability to set own priorities to coordinate multiple assignments and fluctuating and time-sensitive deadlines.

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.

Ability to provide lead work direction and train others.

Interest and ability to maintain and enhance technical currency.

General knowledge of requirements for accessibility compliance.

Preferred Qualifications:

Certifications
- Microsoft Certified Solutions Expert (MCSE)
- Red Hat Certified Engineer (RHCE)
- AWS Solutions Architect
- AWS SysOps Administrator
- VMware Certified Professional
- Jamf Certified Administrator

Working knowledge of, and experience with, change management and lean principles.

Experience with designing and managing networking devices such as routers, firewalls and load balancers.

Experience with enterprise level Active Directory.

Experience with Mobile Device Management.
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.
- 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.

This position classification has been defined as "Exempt" and is not subject to the overtime provisions of the Fair Labor Standards Act (FLSA).

License / Certification:

Mandated Reporter:

NCAA:

Conflict of Interest:

Supervises Employees:

Job Duties

JOB DUTIES

% of time Duties / Responsibilities Essential / Marginal
Platform Engineer - PageUp People

Platform & Systems Engineering: Analyze, design and deploy complex platforms and services. Work collaboratively with service owners to deliver compelling technical service offerings to a variety of campus customers.

Engineer and deploy comprehensive service offerings to be handed off to operations staff including detailed documentation regarding support, monitoring, access control, logging, maintenance and continuity.

Scope, design, install, configure and upgrade cloud/on-premise platforms and associated services including AWS, Nutanix, and VMware as well as operating system platforms including Windows, Linux, and macOS.

Develop and curate an infrastructure as a code platform for use with a variety of other client platforms.

Scope, develop and implement comprehensive automation and scripting toolsets to simplify and improve customer deployments, gather metrics, enhance service integrations and reduce human error.

Develop and maintain detailed process and procedural documentation utilized in a technical operations runbook or service catalog for campus supported IT service offerings.

Analyze security requirements to apply to service platforms and associated services as well as deliver administration policies, processes and practices to meet these requirements.

Develop and curate an infrastructure as a code platform for use with a variety of other client platforms.

Consult with IT leadership to ensure design and technical execution is meeting expectations.

Resource Development and Planning: Develop and implement maintenance and project plans for complex platforms and associated services.

Research and identify new platforms and associated services and their ability to meet anticipated future workloads; recommend direction changes to management.

Consult and review team recommendations for upgrade on AWS, Nutanix, VMware, Server/Workstation platforms associated services in order to maintain optimal performance, accommodate growth and incorporate new technology.

Assess, plan, design, and deploy complex platforms and associated services to address security, system performance, capacity, cross-functional technology and resource requirements.

Design, develop, customize, program and implement tools and solutions for automated services user interfaces and tools.

Plan the implementation and configuration of metrics and reporting tools for platforms and associated services.

Consultation, Collaboration, Support:

Consult and collaborate with customers to identify and document requirements to design and resolve issues with deployed platforms and associated services.

Collaborate with stakeholders to identify and implement procedures that facilitate a smooth deployment of new services or enhancements to existing services.

Assess vendor proposals and provide technical recommendations.

Provide escalated tier 2 and tier 3 support to both technical and non-technical staff.
Document assignment status as required by managers or leads. Escalate problems or unexpected resource requirements.

Apply knowledge of requirements for accessibility compliance where appropriate.

Provide training to other employees as needed and provide lead work direction on projects and/or to student assistants.

Use available resources to maintain and enhance technical currency. Maintain and develop interpersonal skills.

Perform other job-related duties and special projects as assigned.

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