Under general supervision, this position supports the ITS-Infrastructure & Platform Services group and their interface with other campus systems and services; provides AWS, VMware and Workstation platforms and associated services analysis, modification, maintenance, installation and support 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.

The career level is broad and includes intermediate through senior level positions. Incumbents at this level work relatively independently and possess the experience to be fully proficient in performing most or all of the work assignments defined for their position. Typically, incumbents have acquired the requisite skills and knowledge through a combination of education, training and progressive work experience to be able to demonstrate competence in independently applying technical judgment to standard and nonstandard applications and systems, solving a wide range of problems and developing practicable and thorough solutions and using effective communication and listening skills.

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

Demonstrated experience supporting and working with complex enterprise AWS and VMware environments.

Knowledge of and experience with automation languages (e.g. Bash, Python, PowerShell).

Demonstrated ability with installing and using system configuration and CI/CD tools in a large-scale enterprise DevOps environments (e.g. MS SCCM, MDM, Ansible, Chef, Puppet and Jenkins).

Demonstrated ability to improve platform and system configurations that increase utilization and reliability based on analysis of platform, system, application and production requirements.

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

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

Comprehensive experience with Windows, Mac and Linux operating systems and demonstrated experience using current support and management practices, including experience with backup/restore, system maintenance, configuration management, network optimization and security.

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

Demonstrated history of using creative problem-solving skills to support and improve 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 with 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:

- Microsoft Certified Solutions Expert (MCSE)
- Red Hat Certified Engineer (RHCE)
- Associate AWS Solutions Architect / Associate AWS SysOps Administrator or higher
- VMware Certified Professional

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:

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
<table>
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<tr>
<th>% of time</th>
<th>Duties / Responsibilities</th>
<th>Essential / Marginal</th>
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</thead>
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Platform Delivery Analyst - PageUp People

https://calstate.dc4.pageuppeople.com/v5.3/provider/manageJobs/editJob...
Platform Delivery: Support and maintain complex platforms and services.

As a member of a DevOps team, leverage support expertise to work collaboratively with service owners to deliver compelling technical service offerings to a variety of campus customers.

Deploy and support comprehensive service offerings including detailed documentation regarding support, monitoring, access control, logging, maintenance and continuity.

Support, improve, configure and upgrade cloud/on-premise platforms and associated services including AWS and VMware as well as operating system platforms including Windows, Linux and macOS.

Leverage advanced skillsets in a variety of domains including source control, scripting, continuous integration, configuration management and other automation technologies to implement, improve and curate an infrastructure as code platform for use with AWS, VMWare and other client platforms.

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

Leverage technical writing skills to develop and maintain detailed process and procedural documentation utilized in a technical operations runbook (internal) or service catalog (customer facing) for campus supported IT service offerings.

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

Leverage expertise to regularly review platforms and associated services to identify security risks and escalate security issues as appropriate.

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

Take ownership of developing and implementing a personal-improvement plan to acquire skill sets and knowledge of current and future technologies used within the assigned area.

Service and Process Improvement: Implement process and service improvements for complex platforms and associated services

As a knowledge area expert, research and identify improvements for existing platform services and processes to improve service delivery to customers; recommend direction changes to management.

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

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

Improve, customize, program and support 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.

Leverage support expertise to collaborate with stakeholders to identify and implement
<table>
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<tr>
<th>Document assignment status as required by managers or leads. Escalate problems or unexpected resource requirements.</th>
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<tbody>
<tr>
<td>Apply knowledge of requirements for accessibility compliance where appropriate.</td>
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<tr>
<td>Provide training to other employees as needed and provide lead work direction on projects and/or to student assistants.</td>
</tr>
<tr>
<td>Use available resources to maintain and enhance technical currency. Maintain and develop interpersonal skills.</td>
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<tr>
<td>Perform other job-related duties and special projects as assigned.</td>
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**USERS AND APPROVALS**

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