### **How to Apply**

A cover letter and resume are required. The cover letter must be PAGE 1 of your resume and should:

1. Specifically outline the reasons for your interest in the position
2. Outline your particular skills and experience that directly relate to this position and
3. Include your current or ending salary

Starting salary may vary depending on qualifications and experience of the selected candidate.

### **Job Summary**

As a highly skilled individual, the event monitoring position will serve as the technical subject matter expert (SME) for core technologies in the monitoring infrastructure, such as Splunk, Nagios and Spectrum. Additionally, the role will establish effective and efficient standard operating procedures associated with the monitoring environment. The job candidate will be responsible for integration points within the event monitoring architecture including how events are related to IT services through the use of the configuration management database (CMDB). ITS colleagues will look to the event monitoring SME to work collaboratively with them to ensure individual component-level monitoring capabilities are in alignment and support the overall monitoring strategy. Our ideal candidate is capable of working under minimal supervision utilizing strong analytical and problem solving skills. Candidate can proactively anticipate and resolve problems, has experience in a role providing excellent customer service.

This position may be filled at the Associate level. Starting salary and position are dependent upon the qualifications and experience of the selected candidate. The requirements listed below reflect the Intermediate level, but candidates with lesser experience are also encouraged to apply.

### **Responsibilities\***

Application Integration SysAdmin will serve as one of our technical subject matter expert (SME) for core technologies in the monitoring infrastructure, such as Splunk, Nagios and Spectrum and web application support.

* Supports the overall data management and integrity of the event monitoring ecosystem by developing and implementing data intake procedures, data model management, naming conventions, filter creation, threshold configurations, and assisting with development of compliant searches.
* Assist with significant incident-related investigations and with security-related investigations via Splunk Enterprise Security
* Assists users with development and optimization of complex searches, alerts, data extractions, dashboards and reports from tools within the monitoring infrastructure
* Contributes, participates and shares information and ideas with team. Develops and maintain positive and cooperative relationships, inside and outside of workgroup, interacting in a friendly, open and honest manner.
* Works on assigned projects and responsible for collaborating with project implementation teams to architect and build infrastructure that complies with vendor and customer requirements.
* Demonstrates quality service and accountability in the process of resolving requests, supporting daily operations and ensuring system stability that results in accurate, timely and efficient solutions and data as evidenced by meeting customer needs and meeting or exceeding established performance metrics.

**Organizational Competencies**

The successful candidate is expected to demonstrate the following organizational competencies:

Creative Problem Solving / Strategic Thinking

* Demonstrated ability to effectively troubleshoot and solve problems, using analysis, creative thinking and input from others to improve processes and develop effective solutions.

Communication

* Demonstrated ability to communicate clearly and effectively, both verbally and in writing.
* Actively listens to all parties, including differing opinions to ensure the audience’s needs are considered.
* Uses appropriate methods of communication for varying types of audiences to achieve desired results.

Flexibility / Adaptability to Change

* Understands and accepts the need for change; constructively voices concern and proposes alternatives; and fosters changes that are for the advancement of the organization.
* Demonstrated ability to plan, implement and communicate process and application changes within established and changing deadlines.
* Proactively proposes process improvements, works to diminish resistance to change, and assists in effectively implementing changes to improve the organization.

Quality Service

* Demonstrated ability to establish and maintain effective relationships with internal and external customers in a manner that consistently meets the organization’s expectations for exemplary customer service.
* Demonstrated unwavering focus on aligning all activities to produce maximum value for the customer.
* Demonstrated stewardship in understanding and helping others to understand the impact of recommendations to both short-term and long-term needs of the organization.

### **Required Qualifications\***

* Bachelor’s degree in computer science, business computing or a related field or equivalent combination of education, certification and experience.
* Minimum of two years experience in a related role requiring confidentiality, timeliness, customer service, organization, prioritization, troubleshooting, analysis, problem solving and working independently to successfully implement enterprise based ERP application systems or relevant coursework including applications, operating system and hardware layers.
* Knowledge of the basic understanding of networking concepts and protocols (e.g. TCP/IP, DNS, HTTPS) , web based ERP applications, and Windows and/or Linux operating systems and related technologies.
* Demonstrated ability to work in a self-directed manner, skillfully manage complex projects and stay up-to-date with the latest industry developments and best practices and apply the knowledge in the workplace.
* Demonstrated analysis and technical problem solving skills.
* Ability to communicate complex technical concepts and information effectively both verbally and in writing.
* Demonstrated ability to leverage appropriate technical tools to perform day-to-day administration tasks, root-cause analysis and service restoration (such as backup, restore, failover, log interpretation, and performance monitoring) for ERP applications and Operating Systems.
* Familiarity with current computer technology and applications (e.g. word processing, spreadsheet and collaboration applications).

### **Desired Qualifications\***

* Experience in development multi-platform enterprise monitoring architecture.
* Familiarization with DNS, Networking, Networking tools and protocols.
* Experience as Splunk Enterprise Administrator that includes knowledge of Splunk query language, data on-boarding into Splunk’ familiarity with the Splunk configuration model, the Common Information Model and the SIEM.
* 2 Years experience as Linux System Administrator
* Programming experience in Python
* Experience with NET-SNMP and SNMP
* Experience working with data correlation, analysis and integration with upstream systems
* Development, implementation and management of data models & data management capabilities

### **Work Schedule**

May require on-call availability and may require working during non-business hours and on weekends.

### **Work Locations**

May require travel to various locations on and off campus.

### **Additional Information**

Punctual, regular, and consistent attendance is required. The selected candidate will be conducting work in a stationary position for a normal amount of time, must be able to move around an office environment and be able to conduct work at a computer. Staff members are required to provide and maintain his or her own high-speed residential Internet connectivity services.

**Diversity, Equity and Inclusion**

The University of Michigan Information and Technology Services seeks to recruit and retain a diverse workforce as a reflection of our commitment to serve the diverse people of Michigan, to maintain the excellence of the University and to offer our students richly varied disciplines, perspectives and ways of knowing and learning.

**Comprehensive Benefits**

The University of Michigan is committed to offering a high-quality benefits package to support faculty, staff and their families.

**GO BLUE!**

* Chronicle of Higher Education: For a 10th straight year, the University of Michigan has been recognized as a great place to work based upon the results of the Chronicle's 2017 "Great Colleges to Work For" survey of faculty and staff. U-M was specifically recognized for outstanding benefits and compensation.
* WorldatWork Alliance has named U-M a recipient of the 2017 Seal of Distinction which recognizes strategies and practices that help employees achieve success in work-life effectiveness.
* Money Magazine ranks The University of Michigan at No. 3 for "Best Colleges for Your Money." The 2017 rankings looked at 711 colleges and evaluated them on 27 factors within three broad categories: educational quality, affordability and alumni success.

### **U-M EEO/AA Statement**

The University of Michigan is an equal opportunity/affirmative action employer.