**Job Posting – UM Careers Website**

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| **Working Title:** | **Virtualization and Cloud Infrastructure Lead** |
| Job Code Title: | OS Programmer Lead |
| Job Code Number: | 102290 |
| Department Name: | ITS - Support Services |
| Salary Range: | $93,600 - $114,400 |
| FLSA Status: | Exempt |
| Target Hire(s) |  |

**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
3. Include your current or ending salary

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

**JOB SUMMARY :**

The Information and Technology Services (ITS) organization has an exciting opportunity to employ a Virtualization and Cloud Infrastructure Team Lead. The Virtualization and Cloud Infrastructure group is responsible for evaluation, recommendation, design, implementation and ongoing support of Virtualization and Cloud Infrastructure services with an eye on ensuring highly automated (DevOps/Orchestration), cost effective, customer/campus focused services exploring technology like Amazon Web Services, Microsoft Azure, Google Compute Engine, VMware, OpenStack, etc.

The Virtualization and Cloud Infrastructure team provides support to the application development and support groups and also collaborates with the other groups in the Infrastructure area - networking, data center, storage, security and architecture. The Virtualization and Cloud Infrastructure team member is expected to have, maintain, and develop knowledge in multiple technical areas.

This position will report to the Virtualization and Cloud Infrastructure Manager in the ITS Infrastructure group. This role requires someone who can work under minimal supervision, proactively anticipating and resolving problems, has experience in a role providing excellent customer service, the ability to follow documented procedures and standards in a consistent manner, and has the passion to meet or exceed customer expectations.

**RESPONSIBILITIES:**

The initial focus of this role will be leading the design and creation of the underlying technical components needed to establish the cloud environment for ITS cloud adoption. This includes areas such as: Identity & Access Management (Active Directory, Shibboleth, Cosign, etc.), Security & Risk (auditing, key management, vulnerability scanning), Networking (connectivity, routing, DNS, VPN, FW, Load balancing, IP address ranges, etc.), Systems Management (server build, monitoring, logging, automation), Performance, Access & Roles, Tagging infrastructure, Billing, Support, Backup, and Resiliency (Regions, Availability Zones, etc.).

* Provides effective production support for ’run’ activities to ensure highly available, customer focused services.
* Leads service improvements by evaluating, researching, planning and implementation/updates of new or existing technologies and processes to Virtualization/Cloud Infrastructure and services.
* Provide oversight for projects to ensure effective communication and collaboration across the organization while delivering successful completion of projects on time/budget.
* Stays current with relevant advances in technologies. Responsible for maintaining and updating knowledge of IT policies and procedures, hardware, software, and technical services. This can include: on-the-job training, attending technical courses or conferences, reading, research, and testing.
* Continually seek improvement and growth in areas of expertise, and encourage the growth of team members. Lead by example, demonstrating organizational values and behaviors and fostering collaborative relationships.
* Functional Management includes the successful oversight of day to day operations and assigned projects of the team/area.

**REQUIRED ORGANIZATION COMPETENCIES**:

Successful candidates will be expected to demonstrate in this role the following organization competencies, but not limited to:

**Advancing the Mission**

* Demonstrates complex understanding of the multiple constituency groups with ability to describe expectations and purpose and issues of the constituency groups primarily served. Works to improve relationships among those groups.

**Building Relationship / Interpersonal Skills**

* Demonstrated ability to use formal/informal networks to accomplish tasks and objectives, developing and maintaining smooth, cooperative working relationships.

**Creative Problem Solving / Strategic Thinking**

* Plans and acts strategically, analyzing data and utilizing trend information.

**Communication**

* Actively communicates with and persuades others with differing opinions and differing levels of understanding, using effective strategies, arguments, and materials.

**Leadership / Achievement Orientation (P4)**

* Experience delegating and empowering others while creating a culture in which people do their best.
* Demonstrated experience acting to address current issues, respond quickly and effectively in a crisis, determining future priorities, and leading ad hoc or project teams.

**REQUIRED QUALIFICATIONS**

* Bachelor’s degree in computer science or a related field, or equivalent combination of education, certification, and experience.
* Minimum of 5 years’ experience in a related role requiring confidentiality, timeliness, customer service, organization, prioritization, troubleshooting, analysis, problem solving, and working independently to successfully implement Virtualization and Cloud Infrastructure services. Administration, automation and support of some or all of the following: VMware, AWS, vCenter, openstack, Azure, Google Compute engine
* Demonstrates the understanding of server infrastructure, including TCP/IP networking, virtualization environments or enterprise application design and delivery
* Proficient in one or more programming languages, scripting languages or automation platforms
* Demonstrates the understanding of best practice processes for developing, managing, running and improving information technology services
* Demonstrates strong effective communication ability in presentation and advance writing skills (e.g., reflecting sensitivity to tone, audience, and organizational politics)
* Demonstrates ability to multitask work performance and customer relationships both in internal and external groups.
* Demonstrates ability in facilitating and communicating to others at at all level of an organization to move toward a common goal and help break down barriers.

**DESIRED QUALIFICATIONS:**

* Experience with DevOps

**WORK SCHEDULES**

* May require on-call availability and may require working during non-business hours and on weekends.
* Punctual, regular, and consistent attendance is required.

**WORK LOCATIONS:**

May require travel to various location on and off university campus.

**Additional Information:**

* The University of Michigan was featured as one of the "Great Colleges to Work For" in the 2015 Chronicle of Higher Education.
* The University of Michigan is a recipient of the 2015 Seal of Distinction by the WorldatWork Alliance, recognizing strategies and practices that help employees achieve success in work-life effectiveness.
* This position may work with and/or support systems that maintain or process sensitive institutional data as defined by university policy.   Successful candidates must comply with federal, state, and local law, and/or university policies or agreements that require the university to implement specific privacy and security safeguards, including but not limited to ITAR, EAR, HIPAA, and FISMA. Responsible for protecting data and information from unauthorized release or from loss, alteration, or unauthorized deletion; and, following applicable regulations and instructions regarding access to computerized files, release of data, etc. as stated in a computer access agreement which the incumbent signs.

**New Physical Demands Language:**

Punctual, regular, and consistent attendance is required.

The selected candidate will be conducting work in a stationary position for a normal amount of time and have the ability to move around an office environment; 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.