

**CONNECTICUT STATE COLLEGES & UNIVERSITIES  
BOARD OF REGENTS FOR HIGHER EDUCATION  
JOB OPPORTUNITY  
INFRASTRUCTURE SUPPORT SPECIALIST**

Open To: The Public

Location: 61 Woodland Street, Hartford, CT 06105

Department: Office of Information Technology

Salary: Commensurate With Experience

Closing Date: August 1, 2012

**General Definition:**

This position is responsible for the installation, configuration, administration, maintenance, and support of one or more services/management applications or infrastructure components incorporated in University's enterprise computing infrastructure. This position will report to the Director or designee.

**Examples of Duties:**

1. Assists the installation, configuration, administration, maintenance, and support of services/management applications or infrastructure components incorporated in University's enterprise computing infrastructure including computer systems, database, network, telecommunication, messaging, storage, security, and backup.
2. Assists in the installation, configuration, administration, maintenance, and support of services/management applications or infrastructure components within the virtual frame.
3. Monitors the ongoing operation and performs activities to assist with performance tuning, troubleshooting of hardware, OS and application issues.
4. Performs regular and on-demand infrastructure backups and recoveries.
5. Participates in disaster recovery and business resumption planning, testing, and implementation.
6. Participates in University's emergency response planning, testing, and implementation.
7. Maintains appropriate documentation on procedures, configurations, and equipment inventory.
8. Assists in the management and operation of University data center(s) and telecommunication facilities.
9. Assists in the implementation of security policies & procedures, along with investigation and resolution of security incidents, to ensure a stable and secure computing infrastructure.
10. Collects and reviews system data for capacity and planning purposes.

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11. Works closely with application developers and/or outside service providers to support operations and implement new technology solutions to meet the organization's needs. Participates in projects as required.
12. May supervise student workers
13. Performs other duties and responsibilities related to those described above which do not alter the basic level of responsibility of the position.

### **Qualification:**

1. Bachelor's degree in Computer Science or related area.
2. Minimum 3 years of experience with responsibilities involving installation, configuration, administration, maintenance, and support of at least one enterprise-level service/management application or infrastructure component including computer systems, database, network, telecommunication, storage, messaging, disaster recovery, data center, and security.
3. Familiarity with one or more operating systems.
4. Experience in the installation and support of production environments utilizing physical or virtualization technologies.
5. Excellent customer service and communication skills. Ability to work with people of various backgrounds and on all levels of technical knowledge.
6. Strong organizational, analytical and problem-solving skills.
7. Ability to work with minimal supervision, to work on multiple tasks, and to work effectively as part of a team.
8. These qualifications may be waived for individuals with an equivalent combination of education, training and experience.

### **Application Instructions:**

Interested candidates should submit a cover letter, Board of Regents Employment Application, detailed resume, and names of three (3) references to:

***Infrastructure Support Specialist (Admin III)***

Huyen Woods

Board of Regents for Higher Education

61 Woodland Street

Hartford, CT 06105

[hwoods@ctdhe.org](mailto:hwoods@ctdhe.org)

Applications must be postmarked no later than the closing date listed above. All required documents must be submitted to be considered for an interview.

***The Board of Regents for Higher Education is an Affirmative Action/Equal Opportunity Employer. Protected group members are strongly encouraged to apply.***

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### **Job Description Addendum**

Title: Infrastructure Support Specialist

Rank: Admin III

Focus Area: SAN Storage Administration

#### **Responsibilities:**

1. Monitor and maintain Storage infrastructure, and work with vendors to resolve hardware, software issues of all Storage Area Network infrastructures.
2. Troubleshoot SAN issues and work to effectively resolve them.
3. Produce effective performance analysis for SAN arrays.
4. Demonstrate leadership in attitude and demeanor.
5. Works infrastructure tasks and tickets.
6. Plans, implements, and supports storage in Data Centers including out-of-hours support.
7. Designs solutions of modest complexity as required. He / She stays current with emerging technologies related to respective technology domain.
8. Work with Virtualization team to implement robust, stable storage for large private cloud infrastructure and systems.
9. Execute regularly required maintenances for firmware upgrades, etc.

#### **Minimum Qualifications:**

1. Bachelor's degree in Computer Science or related area.
2. Minimum 3 years of experience with responsibilities involving installation, configuration, administration, maintenance, performance tuning, and support enterprise-level storage solutions.
3. Familiar with one or more operating systems.
4. Working knowledge of fiber channel SANs.
5. Understanding of DAS, NAS, and SAN technologies.
6. Experience with Brocade and Cisco FC switch and TCP/IP networking administration.
7. Certification in EMC / Brocade, MCSE, CCNA, MCP, RHCT, or RHCE is a plus.
8. Previous administration experience with Microsoft Exchange, Microsoft SQL, Sybase, Oracle 8i, 9i or 10g, Postgres, or MySQL a plus.

Applicants who do not meet the minimum qualifications as stated are encouraged to put in writing precisely how their experience has prepared them for the responsibilities of this position and to provide appropriate references.