



COMMUNITY COLLEGE
OF RHODE ISLAND

Division of Institutional Equity and Human Resources

POSITION DESCRIPTION

TITLE	Cloud SysOps Administrator
POSITION NO.	502470
LOCATION	Warwick Campus
REPORTS TO	Manager – IT Operations
GRADE	PSA 14
WORK SCHEDULE	Non-Standard: 35 hours per week
SUPERVISION	Technicians, Student Employees
LIMITATION (if applicable)	Subject to renewal after annual review.
REVISION DATE	October 2024

JOB SUMMARY:

The Information Technology / Operations team is responsible for maintaining and operating our data centers, on-premises and co-located including private / public cloud workloads. We do this to ensure the college has a technology structure that is cost-effective, secure, scalable, and responsive to the evolving needs of the organization.

The Cloud SysOps Administrator will collaborate with the team to plan, design, implement, operate, monitor, and support technical solutions relating to all cloud services, workloads, and application needs of the college. Their primary focus will be on ensuring the availability, performance, and security of our public and private (on-premise) cloud infrastructure while collaborating with peers to support our growing cloud-based applications. In addition, the administrator will evaluate, plan for, and migrate or transition on-premise hosted applications to public or private cloud resources as needed.

DUTIES AND RESPONSIBILITIES:

Commitment to CCRI's Mission:

- Demonstrate a commitment to the philosophy and mission of a comprehensive community college.
- Work collaboratively with others and provide quality customer service in a diverse and inclusive environment.

Technical Knowledge/Expertise:

- Administer cloud services and systems (Windows, Linux and others).
- Build and maintain operations tools for deployment, performance, security and cost monitoring and analysis of cloud services and systems.
- Provision, configure, monitor, and maintain cloud services and security access via available web-based management consoles, scripts, and automation tools.
- Maintain proficiency in server administration, cloud system administration, and cloud DevOps technologies and practices.

Teamwork/Collaboration skills:

- Produce and maintain documentation and records relevant to the areas of responsibility.
- Troubleshoot cloud resources and assist with troubleshooting cloud-dependent services as needed.
- Implement and maintain operational tools for backups and disaster recovery of on-premises systems and cloud services/resources.
- Work with the team in Establishing and maintaining security of all cloud services.
- Evaluate, plan for, and migrate or transition on-premise hosted applications to public or private cloud resources as necessary.
- (Assist in) Analyzing and troubleshooting all issues.

Decision Making and Project Management:

- (Assist in) Establishing best practices in all technical areas, such as system administration, cloud security, cost and performance monitoring, and cloud services.
- (Assist in) Establishing and enforcing standards and procedures.
- (Assist in) Estimating resource requirements for developing specialized software.

- Evaluating and recommending existing and future cloud technologies and services for their applicability to the college.

Departmental Support:

- Train and supervise student employees and technicians as assigned and assist in evaluating training needs.
- (Assist in) Assessing technical needs of a department.
- Perform occasional duties of Senior Technical Programmer. Perform other related duties as required or as assigned by
- the Manager.

LICENSES, TOOLS, AND EQUIPMENT:

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions.

REQUIRED QUALIFICATIONS:

- Bachelor's degree or equivalent experience
- Minimum of six years' experience in the design, installation and maintenance of computer systems, server administration, cloud technology, SysOps/Devops engineering of which two years' experience shall be in the area of cloud services technical support

PREFERRED QUALIFICATIONS:

- Bachelor's degree in computer science or closely related field
- Demonstrated experience in Linux server / system administration
- Demonstrated experience and fluency in networking, security, high-availability, and disaster recovery concepts and how these relate for private and public cloud platforms
- Demonstrated experience in production and maintenance of technical documentation, both for internal users and external communication
- Demonstrated experience in leading, coordinating, and implementing technical projects and initiatives
- Demonstrated experience in coordinating with vendors and other third parties
- Competence in the management of cloud collaboration platforms (such as Microsoft 365 and Google Workspace) and cloud services (such as Microsoft Azure, Google Cloud Platform, and Amazon Web Services)
- Experience with virtualization platforms (VMware, Proxmox) running on bare metal and/or cloud resources
- Ability to use DevOps/GitOps practices and tools such as Git, Ansible, Puppet, Terraform, The Forman, etc. for configuration management to implement, and maintain, and grow the infrastructure
- Knowledge, understanding, and fluency of data networking and data security principles and practices
- Demonstrated ability to learn and use a wide variety of technologies and tools
- Demonstrated ability to show initiative, leadership, and coordinate efforts where needed
- Strong interpersonal skills
- Ability to work independently, effectively, and collegially with faculty, administrators, students, and colleagues
- Excellent analytical, organizational and communication skills

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.