Assistant Director DevOps – Application Services

Position Information
Title: Assistant Director Information Technology
Business Title: Assistant Director DevOps
Location: Manhattan
Reports To: Director Application Services
Type: Full-time; 12 months; Supervisory; Exempt
Hours of work: 8am – 5pm
Occasional overnight travel

Job responsibilities

#1 – Essential – 50%
• Responsible for the supervision, daily functions and work assignments for DevOps staff reporting to this position. Delegates tasks to staff based on experience and skill levels.
• Monitor ticket assignments and ensure prioritizations align with divisions priorities as established by the Director of Application Services and Information Technology Executive Leadership.
• Work with technical and functional groups to provide analysis, design and development of infrastructure as code in support of existing and new project requirements.
• Work directly with IT Leadership, functional offices, and when necessary, Cloud Hosting Providers to ensure communication and development are coordinated for testing and deployments.
• Partner and collaborate with other application services teams on emerging best practices and provide recommendations for modernizing build and deployments.
• Develop automated pipelines to support efficiency of development and deployment activities.
• Oversee the development and maintenance of automated testing frameworks to support regression testing of application components.
• Utilize CI/CD pipelines to support automated testing, building and deployment of applications.
• Lead the team in designing user interfaces with a strong focus on User Experience (UX).

#2 – Essential – 30%
• Design, develop, and maintain production monitoring and alerting infrastructure.
• Manage code deployments, fixes, updates and related processes.
- Oversee development and maintenance of system documentation, knowledgebase information, issue tracking logs, and other materials as needed.
- Participate in SLA development.
- Participate in project planning and leadership meetings for Application Services.
- Collaborate and consult with architects, analysts, and project managers about system advancements and modifications.
- Interact with project management to review project plans, update schedules and resource allocations.
- Serve as technical project lead on large projects.
- Prepare written documentation of various types to include technical specifications, application documentation, status and analytical reports.

#3 – Essential – 20%

- Review software documentation to ensure technical accuracy, compliance, and take steps to mitigate risks.
- Mentors staff in best practices, standards, and procedures.
- Participate in the design, testing, and implementation of applications and systems.
- Maintain current awareness of trends, methods, and technological advances.
- Participate and collaborate with other major institutions and professional communities to share best practices.
- Meets deadlines and ensures work is complete and accurate.
- Document and communicate changes, issues, and investigations.
- Establishes work prioritization by analyzing input from multiple sources while considering areas for operational improvement.

Organizational Information

1 – Purpose of position (organization chart attached)
   The Assistant Director of DevOps will be responsible for providing guidance and supervision to the DevOps team. This position serves as a hands-on senior level developer, leading by example, defining best practices for our newly formed DevOps team. In this highly collaborative environment serve as a visionary leader responsible for ensuring the team is providing consistent system stability, exceptional service, and successfully meeting institutional objectives.

2 – List the name, title, and position number for the supervisor of the employee in this position

Darci Pottroff, Director Application Services
Supervision

DevOps Team

Does the employee’s primary duty consist of work requiring the exercise of independent discretion and judgement – Yes

Example – This position has the discretion and will use judgement in determining proper coding standards. They must be able to determine potential risks and impacts to business applications while working with 3rd party vendors to stabilize systems.

Qualifications

Required Education & Experience –

- Bachelor’s degree and three to five years of relevant experience
- Experience in orchestrating environment deployment using tools such as Kurbernetes, Jenkins, Git, and many others
- Experience in development of automation tools
- Comprehensive understanding of container management and CI/CD pipelines
- Demonstrated ability to work in a highly collaborative manner with technical and functional teams
- Excellent logical, analytical, and problem-solving skills
- Excellent oral and written communication skills
- Critical thinking ability
- Strong problem-solving capacity
- Attention to detail and results oriented
- Able to find root causes of problems and quickly determines efficient solutions
- Can anticipate risks and mitigate in the moment
- Comfortable under high-stress and exhibits poise and focus
- Ability to relate to diverse community of students, staff, and faculty
- High level of energy, enthusiasm, and ability to be innovative and creative
- Strong interpersonal skills

Other requirements

- Ability to read data models and flow diagrams

Preferred Experience –

Physical Requirements

- COVID – current environment listed for remote work
- Sitting for long periods of time
• Visit other offices, remote sites, and ability to work outside of the office environment
• Ability to work with frequent interruptions
• Occasional after hours and weekend work when required