

UNIVERSITY OF CONNECTICUT HEALTH CENTER
JOB OPPORTUNITY
INFRASTRUCTURE ARCHITECT
NETWORK & SYSTEM SERVICES

PLEASE FOLLOW THE SPECIFIC APPLICATION FILING INSTRUCTIONS AT THE BOTTOM OF THIS PAGE!

Open To: The Public
Location: Farmington
Job Posting No: 2013-400
Hours: Monday – Friday, 8:00 am – 4:30 pm
Salary: TBD
Closing Date: March 1, 2013

At UCHC this classification is responsible for analysis, development and support of highly complex technologies that usually involves one area of infrastructure consulting. Areas comprise of Network Architecture, Platform Architecture, Middleware Architecture and Physical Architecture, including Database Administration. Participates on multiple project teams, infrastructure design, development and integration activities.

*******This position will be responsible for leading the teams of Desktop Field Support and Desktop Engineering*******

*******This "Desktop Services Manager" role is expected to be technically proficient and be comfortable assisting with technical work load of teams."*******

Eligibility Requirement:

State employees currently holding the above title or those who have previously attained permanent status may apply for lateral transfer.

Knowledge, Skills and Abilities:

Advance to expert level knowledge within one of the following areas: Network Architecture, Platform Architecture, Middleware Architecture or Physical Data Architecture; broad level of understanding surrounding information systems and architecture standards; ability to communicate effective (oral and written); ability to make presentations; excellent interpersonal skills; ability to critically evaluate internal and external factors; ability to examine issues and plans with long-term perspective; excellent organization and planning skills; innovative skills; knowledge of quality techniques, methodologies and tools required to improve business technical processes, customer satisfaction, productivity and cost containment; understands technology impact on business; knowledge of relevant statutes and regulations.

General Experience:

Eight (8) years experience within a specialty area with at least two (2) of the years in enterprise experience.

Substitution Allowed:

Bachelor's degree in information technology may be substituted for four (4) year of the general experience. Specialized training may be substituted on a case by case basis.

Special Requirement:

- Strong Desktop computing technical background
- Prior experience preparing and driving IT Infrastructure project implementation plans to completion.
- General experience to include:
 - *Minimum 2 years leading Desktop Support Teams.
 - *Minimum 2 years experience with Performance Management within an IT organization.
 - *Minimum 2 years desktop-level technical support to include installation, maintenance and troubleshooting in a corporate environment.
- Expert-level knowledge of Microsoft Windows operating systems/Microsoft Office.
- Working knowledge of standard operating procedures utilized in an InformationTechnology environment.
- Must have a demonstrated ability to be a team player, be self motivated and show attention to detail.

Preferred Requirement:

- Experience formalizing best practices/process documentation/workflow standardization.
- Professional, enterprise level, Apple technical experience.
- Experience with ITIL framework.
- HDI membership.
- Large scale Windows 7 compatibility assessment and deployment experience.
- Prior experience managing team performance in accordance with industry best practices utilizing SLA andKPI metrics.
- Prior experience with management and coaching in a union environment.
- Prior experience working in one or more of the following environments: Health Care;Academia; UConn Health Center.

- Image management and deployment experience.
- Demonstrated capability of partnering with IT Asset management in maintaining a centralized working inventory of all IT assets.
- Experience with successful personnel, vendor and ticket management.
- MCITP,MCITS,ITIL,HDI,HP, Dell certifications a plus.

Note: The filling of this position will be in accordance with reemployment, SEBAC, transfer, promotion and merit employment rules, if applicable.

To learn more about the examples of duties for this position go to <https://jobs.uchc.edu> and reference search code 2013-400.

Application Instructions: Interested and qualified candidates who meet the above requirements please apply to: <https://jobs.uchc.edu> and reference search code 2013-400. Cover letter, resume and references may be uploaded at the time you apply on-line.

**University of Connecticut Health Center
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AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER

The State of Connecticut is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, and persons with disabilities.