

TOMPKINS CORTLAND COMMUNITY COLLEGE

POSITION TITLE

IT Infrastructure Manager

GRADE

5

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ORGANIZATIONAL UNIT

Campus Technology

REPORTS TO

Chief Information Officer

APPROVED BY

Board of Trustees

March 19, 2020

SUMMARY

This position manages the College's information technology infrastructure including physical servers, storage devices, network components, data backup and cloud-based infrastructure. Designs and implements IT infrastructure, oversees operations of networks, servers, telecommunications, and cloud services resulting in stable, scalable, and secure environments. Develops and enforces policies and procedures to protect the College's IT infrastructure, identifying risk and mitigating vulnerabilities in order to protect the College from security breaches and catastrophic loss.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Manages on-premises and cloud IaaS networking and server solutions, considering functionality, security, cost, and performance. Ensures high availability (uptime) of IT services through adoption of industry standard practices. Forecasts system demands and recommends upgrades, expansions, and reconfigurations. Manages infrastructure equipment lifecycles.
2. Leads IT Security programs including preparation of security briefings, computer/network security audits, guidance to other team members for implementing and enforcing information systems security policies, standards, and methodologies. Maintains operational IT security posture. Provides continued monitoring for security-relevant information system software, hardware, and firmware.
3. Leads the design and implementation of datacenter, networking, and telecommunication architecture. Ensures infrastructure diagrams and documentation are produced and maintained.
4. Responsible for the administration of Active Directory including group policy, user management, and security groups.
5. Develops reporting metrics, dashboards, and status reports, including tracking performance trends.
6. Contributes to the design, documentation and testing of business continuity and disaster recovery planning.
7. As a member of the Campus Tech management team, ensures technology services are delivered in alignment with College goals and objectives. Provides regular and accurate management reporting on IT Service performance. Conducts needs assessment to develop short and long-range plans that provide the technologies and services to meet the needs of the various groups on campus.
8. Establishes strategic relationships with key vendors, consultants, SUNY, and other colleges and universities.

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9. Assures the efficient use of material resources by assessment of department needs, development of budget recommendations, and management of the department within the budgetary constraints imposed by the College.
10. Directs assigned staff. Assures the effective use of human resources by recommending hiring, disciplinary, and other administrative actions, together with the training, motivating, evaluating, and counseling of assigned personnel. Conducts all personnel matters in accordance with federal, state, and local Equal Employment/Affirmative Action laws, other applicable laws, regulations, and collective bargaining agreements.
11. Serves on various College committees and performs other job related tasks as assigned.

SUPERVISION

Types Supervised (check each category):

☐ Classified Staff
☒ Administrative
☐ Faculty
☒ Students

Indicate number of direct reports in each category:

☐ # of Classified Staff
☐ 2 # of Administrative
☐ # of Faculty
☐ 1-2 # of Students

MINIMUM QUALIFICATIONS

B.S. Degree in Information Technology/Information Systems or related field and 5 years of related experience.

PREFERRED QUALIFICATIONS

Supervisory experience.