



CITY OF ANN ARBOR, MICHIGAN
POSITION DESCRIPTION

Senior Infrastructure Specialist

Job Code: 401130	
Service Area: Finance & Administrative	
Service Unit: Information Technology	
Salary Grade (Non-Union): 8	Pay Scale (Union): CP: Choose an item.
Exemption Status: Exempt	
Accountable To: Infrastructure and Cyber Security Manager	
Union/Non-Union: Non-Union	
Union Name: N/A	
Essential Driver: Yes	
Telecommuting Eligible: Hybrid	
Responsible for supervising the following positions: N/A	
Description Prepared By T. Shewchuk 12/7/2017; updated by J. Grimes 7/2024, 9/2024 HR Review – AW, AS 12/12/2017; CW, EAJ 8/2024, 9/2024 Legal reviewed – NN (previous version of JD 7/7/2017)	

Date Position Description Finalized

9/4/2024

Role Summary

Lead design, implementation, consulting and support services for the enterprise server hardware and software platforms. Provides recommendations for business process improvements, systems analysis, system compatibility testing and software/hardware systems installations. Provides software/hardware support by maintaining, patching, upgrading and troubleshooting the enterprise computing platforms. Give consultation, advice, and direction to managers and teams responsible for supporting various hardware and systems software.

Works closely with all teams in the IT department to provide continuous improvement, development, design, implementation, and maintenance of systems that service all City customers. Maintains the highest level of customer satisfaction.

Responsible for assisting Information Technology department management in planning, organizing and conducting detailed business cases that define problems and opportunities, identify deficiencies and deliver improvements that impact the enterprise's operational efficiency and effectiveness as it relates to technology utilization.

Initiate performance evaluation and needs analysis to pursue future improvements in system performance.

Utilizes the IT department Project Delivery Methodology to deliver successful, on-time, and on-budget projects to the Enterprise. Able to work with all levels of City employee and vendors. Strives to achieve the IT Department and City mission, vision, goals, and objectives.

Duties

Duties are performed under the general supervision of the Infrastructure and Cyber Security Manager or designee and may include the following:

Essential Duties

- Independently and proactively evaluate, recommend, install, test, modify and maintain complex system hardware and software configurations while adhering to City and IT department best practices, standards, strategies, policies and procedures. This occasionally involves driving to various City facilities.
- Review, recommend, design, implement and enforce enterprise security on all platforms.
- Manage special projects, investigations and test lab equipment.
- Lead and mentor other team members in evaluating systems performance, end user productivity, and projected needs, to evaluate, propose, and implement new systems hardware and software configurations the provide corporate business solutions as directed by management.
- Participate with and guide other support personnel through periods of criticality, or escalation to affect timely, quality recovery from disaster situations.
- Keep software and systems secure through patching and upgrades
- Review, recommend, implement and enforce overall system security rules on all platforms.
- Prepare personal work schedules and progress reports on projects. Report status and accomplishments utilizing appropriate project management tools.
- Develop standards, instructions and procedures and related documentation.

- Keep up-to-date with standards, procedures, techniques, and tools.
- Participate in department and cross-functional quality activities as needed to improve work processes or improve customer-supplier relationships.
- Respond, utilize, and keep up-to-date service request and incidents in the IT department service management system.
- Act as City liaison to vendors and end users of assigned elements of system hardware and software to report and resolve problems.
- Communicate all relevant information effectively, on hardware and software recommendations, evaluations, installations and upgrades to all staff whose activities or assignments may be impacted.
- Provide training and documentation and assist other managers in developing technical training to meet department needs.
- Anticipate corporate system hardware and software configuration life cycles where appropriate and recommend changes, upgrades, and solutions, providing appropriate workflow and supporting cost analysis.
- Work independently on projects with all levels of City employees, including executive leadership
- Will be on-call by phone on a rotating basis with other staff members.

Related Work

- Performs other job related tasks as assigned by the Infrastructure and Cyber Security Manager or IT Director

Knowledge of: (position requirements at entry)

- Wintel Server hardware
- Operating systems software: Linux, Windows Server 2016/2019/2022
- Firewalls
- Storage Area Networks (SAN), iSCSI, and backups
- Enterprise software: Microsoft Active Directory Services, Microsoft Entra, Microsoft Exchange 2019, Microsoft Exchange Online, Microsoft SQL Server 2016/2017/2019/2022, Microsoft Configuration Manager, Microsoft Intune, VMware, Citrix, Pure Storage, Cohesity backup
- Scripting languages or tools (Java, VBScript, PowerShell).
- Core competency in Systems Administration

Skills and Ability to:(position requirements at entry)

- Strong skills in managing complexity, identifying and setting priorities
- Strong project management skills and comfort in ability to create and achieve success in highly matrix management environment.
- Excellent oral and written communication skills
- An analytical and broad business perspective on issues, but also the ability to delve into detail
- Resourceful and analytical to solved complex problems
- Meeting deadlines under pressure in a timely and accurate manner
- Ability to set priorities and work in a matrixed team environment
- Ability to work independently and on a team

- Ability to apply sound judgment under pressure
- Self-motivated and ability to demonstrate of self-initiatives

Equipment

Computing equipment including desktops, laptops, tablets, servers, and printers. Miscellaneous office equipment including fax and phones.

Education, Training and Experience (position requirements at entry)Required:

- Bachelor's degree in computer science or equivalent experience in the information technology field
- Knowledge of computer hardware and software
- 7-10 years of demonstrated experience in systems support or similar experience
- The City of Ann Arbor will consider an alternative combination of education and experience

Licensing Requirements (position requirements at entry)

Valid driver's license

Physical Requirements

Positions in this class typically require: reaching, lifting, driving, pushing, pulling, grasping, talking, hearing, seeing and repetitive motions.

Duties entail the ability to work at a computer keyboard for extended periods of time, or extended periods of time troubleshooting over the telephone. Operating standard office equipment requiring continuous or repetitive hand/arm movements.

Move and lift light objects less than 20 pounds such as mail, files and supplies. Occasional lifting up to 50 lbs. (large server/networking equipment) Operating office equipment requiring continuous or repetitive hand/arm movements. The ability to remain in a sitting position for extended periods of time.

Sedentary Work: Exerting up to 20 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time.

The physical demands described here are representative of those that may be met by an employee to successfully perform the essential duties of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.