TITLE OF POSITION/RANK: Head of Cloud/Agile Systems Management

DEPARTMENT: Fordham IT, Rose Hill Campus

RESPONSIBILITIES:
- Supervises a team of 3-5 engineers
- Provides leadership of a collaborative team to deliver business solutions using technology on behalf of the University
- Directs the resources of a team to reflect the strategic and functional needs of the University delivering services based on business goals and outcomes. Arbitrate any resource conflicts that arise.
- Coordinates with Management to refine and set priorities for competing resource requests, balancing the needs of ongoing operations with new initiatives and investigating new technology.
- Furthers the professional development of all staff on their team, developing new areas of expertise as needed.
- Participates in strategic planning, budgeting and forecasting for IT within the University.
- Advises teams in the identification of many of the following: business requirements, functional designs, process designs, prototyping, testing, training, and defining support procedures at it applies to their area of expertise.
- Participates as a leading member of the University’s Incident Response Framework
- Collaborates with Faculty and Administrative stakeholders as well as vendors for optimal business solutions leveraging technology.
- Maintains competency in one or more in the following areas of focus: System Engineer for Microsoft Windows or Linux systems, Virtualization, Network Security, Vendor Management, Cloud Services, Process Automation/DevOps, Project Management (traditional/agile), System lifecycle management, Service Brokering, System Design and Architecture.
- Advises teams in the identification of many of the following: business requirements, functional designs, process designs, prototyping, testing, training, and defining support procedures, service levels, and restoration objectives in the event of a loss of service.
- Supports the integration of layered products including but not limited to Databases, Web Services, Applications Services, and Data Transformation tools.
- Maintains up to date documentation pertaining to infrastructure, design, configuration, process and procedures.
- Facilitates open communication and collaboration with the team and all client stakeholders.
- Operates in an advisory role within areas of competency.
- Incorporates best practices into all recommendations for pre-deployment, implementation and day forward processes.
- Needs to be available for support (which may be off-hours). This includes acting as on-call resource during extended coverage periods on a rotating basis; Overnight, and weekend support; participating in Incident Response, Disaster Recovery, and Business Continuity testing or execution as needed.

QUALIFICATIONS:
- BS (or equivalent life experience); 5+ years of experience managing technology; 2+ years of leadership experience.
- Attention to detail, ability to document work and communicate well with professionals in a demand-based, service-oriented environment.
- Team leadership skills are required.
- Skills in the following ITIL practices are sought: Project management, change management, incident management, problem management, and service management.

SALARY: Commensurate with experience
FLSA CATEGORY: Exempt
START DATE: ASAP
SEND LETTER AND RESUME: casmjobs@fordham.edu

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