



EMPLOYMENT OPPORTUNITY
Posted 11/16/09

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| Job Title | Server Storage Supervisor, California |
| Department | IT Operations |
| Reports to | Technical Services Manager |
| Position Summary | The Supervisor of Server/Storage will lead and prioritize the tasks of a team of engineers responsible for ensuring the health of over 1500 servers, several SAN & NAS devices and connectivity. This includes managing availability, ensuring servers are patched according to procedures, troubleshooting faults, providing root cause analysis, coordinating with vendors, and ensuring systems are backed up properly. The environment is primarily Windows based with minimal use of Unix servers. Must have experience in a supervisory capacity working with best practices for server and storage management. |
| Essential Functions | <p>Strategy & Planning</p> <ul style="list-style-type: none"> • Provides suggestions for new technology initiatives, standards & major changes or upgrades to production environments. • Collaborate with Technical Systems Manager and Architecture team to roadmap and operationalize technology advancements and innovation <p>Support and Maintenance</p> <ul style="list-style-type: none"> • Provide technical expertise, coaching, training and guidance to members of team. • Responsible for delivering capacity and configuration management services for enterprise-class storage systems, identifying utilization trends and forecasting growth and migration requirements for executive review and approval • Ensure the continued application of virtualization technology as the preferred method for server provisioning, incorporating all best practices for managing a virtual environment to achieve high availability objectives. • Identification and resolution of any incidents and problems associated with resource performance • Minimizes the adverse impacts of incidents and problems on the business caused by errors in the IT infrastructure and initiates actions to prevent recurrence of incidents related to those errors. • Performs ongoing monitoring, analysis and trending of current computer resource utilization levels and estimates future requirements using trends and thresholds for planning upgrades and enhancements. • Ensure that cost-effective upgrades are budgeted, planned and implemented before service targets are breached or performance issues occur. • Proactively recommends and performs performance tuning and optimization activities which maximize efficient use of existing technology resources. • Maintains accurate accounting of relevant hardware and software asset inventory. • Accurately maintains, documents and regularly reports on relevant hardware & software sunset dates (EoL, EoS etc.) and informs budgeting by providing timely projected annual refresh/upgrade costs. • Actively manages and engages in regular maintenance activities and the fulfillment of customer service requests. • Recommend, develop and maintain all relevant & necessary documentation (topologies, administration manuals, standard operating procedures, support contacts etc.). • Recommends and leads regular hardware and software refresh activities. • Ensures management is aware of all known and identified risks to system availability and performance. • Maintains an understanding & awareness of current security threats, vulnerabilities, risks and associated technical countermeasures and security best practices. |

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| | <ul style="list-style-type: none"> • Supports and adheres to all St. Joseph Health System's compliance and information security policies, practices, and procedures, including the handling of systems and data. • SJ Way Supervisory requirements include: Prepare work standards; Provide training to ensure staff does their job; according to the standard; Improve the status quo by improving standards; Take notice of abnormalities and address them promptly; Create a good work environment. |
| Key Qualifications | <p>General</p> <ul style="list-style-type: none"> • 3-5 years in a leadership role mentoring staff and prioritizing team responsibilities • 8-10 years of proven and progressive server hardware and Microsoft enterprise services infrastructure support and implementation experience. • Must be self directed and capable of working effectively with little to no direct supervision. • Relies on extensive experience and judgment to perform management duties. • Previous experience in enterprise class healthcare organizations preferred. • Strong understanding of information processing principles and practices. • Demonstrates a basic understanding of fundamental security concepts and security responsibilities. • Good knowledge of HIPAA and PCI data privacy practices. <p>Technical</p> <ul style="list-style-type: none"> • Extensive experience driving root cause analysis on complex multi-faceted issues. • Exposure to, and familiarity with the fundamentals of all components of IT infrastructures in enterprise environments including networking, servers, operating systems, desktops, remote access and applications. • Hands on experience with a wide range of enterprise class server hardware including server, SAN, storage, backup and disaster recovery • Hands on experience configuring, troubleshooting, optimizing and managing Windows Server 2003/08, NAS and SAN devices, Active Directory Forests, replication, disaster recovery, automated patch management methods/tools and automated server deployment methods/tools. <p>Minimum Position Qualifications:</p> <p>Education: College diploma or university degree in the field of computer science, computer information systems or equivalent work experience</p> <p>Experience: 10 years with hands-on experience with various systems or equivalent skills experience. 3-5 years management experience; healthcare or related business knowledge preferred, broad understanding of systems assigned, strong team player, strong organizational, communication, and interpersonal skills required, and ability to work in a fast-paced environment</p> <p>License / Certification: One or more of the following certifications a plus: MCSE, MCITP (Enterprise Administrator or Server Administrator), MCM: Active Directory, GIAC Windows Security Administrator, GIAC Security Essentials, or CISSP.</p> |

For consideration: Fax resume to (714) 347-7540 or e-mail to: SJHSHR@STJOE.ORG.