

Sr IT Operations Systems Engineer Tufts University

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Posted Jul. 8, 2024, set to expire Dec. 31, 2024

Job Title	Sr IT Operations Systems Engineer
Department	Tufts Technology Services
Institution	Tufts University Medford, Massachusetts
Date Posted	Jul. 8, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Information Technology
Job Website	https://jobs.tufts.edu/jobs/20642?lang=en-us&iis=Job+Board&iisn=AcademicKeys
Apply By Email	
Job Description	

Overview

Tufts Technology Services (TTS) is a university-wide service organization committed to delivering technology solutions in support of Tufts' mission of teaching, learning, research, innovation, and sustainability. With staff across all of Tufts' campuses, as well as a 24x7 IT Service Desk, we collaborate with schools and divisions to meet the demands of a global, mobile community. We promote a collaborative, flexible work environment, embrace diversity and inclusion, and encourage personal and professional development. Learn more about TTS on our website.

What You'll Do

The Senior Systems Engineer is responsible for the design, implementation, and maintenance of systems and technologies used by the Tufts Operations Division and will work cross functionally to

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bring robust, scalable, stable applications to our end users. This role involves collaborating with other IT professionals within the Tufts Technology Services team, and vendors to ensure the seamless integration of the dining, public safety and building management systems to enhance business operations and optimize workflows. You will help define requirements for packaging of deliverables, installation methods, and all other needs to ensure applications move to production efficiently and with stability utilizing on-premises and Cloud resources. This position will develop plans for the evolution of the applications, define and implement cloud strategies, maintain the Operations division application stack, and look to evolving technologies to increase the services provided to our end users. Duties also include maintaining operational architecture of the applications.

Systems Design and Architecture:

- Design and architect systems, ensuring they align with the organization's requirements and objectives.
- Evaluate emerging technologies and recommend innovative solutions to enhance operations.
- Collects and assesses requirements and translates them into strategic and technical implementation plans.

System Implementation and Integration:

- Lead or participate in the planning and execution of system implementations, including dining systems, physical security systems, IoT devices, building automation and other technologies.
- Ensure seamless integration with existing systems and third-party applications.

Technical Support and Troubleshooting:

- Identifies and resolves system errors with urgency and appropriate prioritization. Consults with application owners, users, and other technical staff to resolve problems in program product usage, data storage, integrations and system performance.
- Manage and implement upgrades and system maintenance.
- Responds to inquiries from other departments and collaborates with external departments.
- Collaborate with cross-functional teams to diagnose and troubleshoot system-related problems.
- Addressing system alerts and problem reports by analyzing and debugging issues.
- Regularly provide input on ways to ensure effective and efficient processes with a focus on continuous improvement and performance. Understands and conveys organizational mission and goals and influence others while engaging with senior leaders across TTS in order to help the team adhere to best practices.

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Leadership:

- Conducts in-depth financial analysis and ability to write business cases to support strategic decision-making. Lead and oversee the budgeting process for your area. Create complex financial models. Interpreting and applying understanding of key financial indicators to make better business decisions.
- Lead project teams for technical implementation with collaboration and inclusion of stakeholders and other technical staff with vendors as needed.
- Leads by example to encourage participation in initiatives to improve processes, enhance customer service, find new approaches to problem solving, map out plans and implement fiscally responsible solutions. Deeply dives into specific areas of their processes and technologies and shares knowledge with other team members and empowers other team members to do the same.
- Shares knowledge with others through teamwork and written documentation. Ability to support and guide less experienced staff.
- Other duties as assigned.

Systems Management:

- Writes scripts and/or basic programs to assist with managing systems.
- Maintains, supports and patches multiple Window Operating Systems and Linux Operating Systems.
- Supports multiple applications running within the Tufts AD Windows domain or within the Linux environment.
- Craft and execute scripting and programming code to help with various automation tasks for the team as we move forward running the network.
- Develops plans and processes to ensure the availability of services or systems.
- Collaborates with peers in the installation, upgrade, and maintenance of systems or services.
- Support the confidentiality, integrity and availability of university information as part of the overall University Information Security Program.
- Plans system upgrades.
- Contributes to technical projects as part of a cross-functional team.
- Translate technical information into viable solutions and manage complex customer engagement.

Data Management and Analytics:

- Manage and ensure the accuracy and integrity of data within systems.
- Utilize data analytics and reporting tools to extract actionable insights for decision-making.

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Security and Compliance:

- Implement and maintain security measures to protect data and ensure compliance with PCI, FERPA, HIPAA and university compliance as appropriate.
- Perform regular security audits and assessments.

Documentation:

- Maintain comprehensive documentation of system configurations and procedures.

Project Management:

- Lead and manage projects related to system upgrades, expansions, and enhancements.
- Develop project plans, budgets, and timelines.

Vendor Management:

- Collaborate with external vendors to evaluate and procure technologies and solutions.
- Manage vendor relationships and provide input for statement of work and contracting documentation as part of procurement processes.

What We're Looking For

Basic Requirements:

- Knowledge and experience typically acquired by a Bachelor's Degree in Operations Management, Management Information Systems, Engineering, Computer Science or a related field
- Minimum of 5 years of experience in systems engineering and architecture.
- Strong knowledge of application set-up, maintenance and administration for databases, web and application servers
- Experienced in managing Windows AD domain and Linux environments.
- Proficiency in information systems, IoT devices, and related technologies.
- Experience in PowerShell, python or other scripting languages.
- Subject Matter Expert in database technologies such as SQL, Oracle, MySQL, etc.
- Ability to architect and design technology solutions in a complex environment.

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- Experience with project management for medium and large projects including vendor management.
- Excellent communication and interpersonal skills.
- Ability to effectively manage time and independently prioritize workload.
- Analytical and problem-solving abilities.
- Ability to work under pressure in a busy, fast-paced environment.
- Hands on experience with managing enterprise level systems such as food management systems, physical security technologies and devices, or facilities and building management systems.
- Ability to work with others in a leadership capacity directing those on the same team or outside
- Must be able to work independently, goal-oriented and timeline driven, possess expert organizational skills and enjoy working with people.

Preferred Qualifications:

- Master's degree in Business Administration, Engineering, Computer Science, Informatics or related field
- Knowledge of compliance and security regulations.
- Experience with administering building automation systems, central energy plant and facilities systems and related technology such as Honeywell, Snider, Johnson Controls, Maximo, AIM
- Experience with administering food inventory, food management and POS systems such as FoodPro, Jamix, Transact, Atrium, etc.
- Experience with administering public safety systems including case management, security alarms, door access, security cameras such as IMC, Bosch, Snider or Honeywell technology, Genetec, DSX, Lenel, etc.
- Strong knowledge of virtualization and containerization technologies such as VMWare, HyperV Docker, OpenShift, etc.

Pay Range

Minimum \$103,950.00, Midpoint \$129,950.00, Maximum \$156,000.00

Salary is based on related experience, expertise, and internal equity; generally, new hires can expect pay between the minimum and midpoint of the range.



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Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

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