

Operations - Deployment					
Job Family	Grade 12	Grade 13	Grade 14 - Individual Contributor	Grade 14 - Management Track	Grade 15 - Management Track
Deployment	Deployment Analyst	Sr. Deployment Analyst	Lead Deployment Analyst	Manager, Deployment	Director, Deployment
Purpose:	Performs production support for multi-platform environments including Mainframe, Linux/UNIX and Windows. Responsible for advanced operational support, implementing, complex, interdependent projects, that might have impact on the network and system applications	Establishes, and maintains continuity of production support for multiple environments including Mainframe, Linux/UNIX and Windows. Follows up with application support and functional customers to ensure production & scheduling needs are met. Accountable for planning and scaling operational systems for complex, multi-platform projects that may have an impact on the network and system applications	Leads/supervises day to day activities for production support for multiple environments including Mainframe, Linux/UNIX and Windows. Acts as primary contact to application support and functional customers to ensure production & scheduling needs are met. Accountable for planning and scaling operational systems for complex, multi-platform projects that may have an impact on the network and system applications.	Oversees continuity of production support for multiple environments including Mainframe, Linux/UNIX and Windows. Acts as primary contact to application support and functional customers to ensure production & scheduling needs are met. Accountable for planning and scaling operational systems for complex, multi-platform projects that may have an impact on the network and system applications.	The Director is charged with developing and executing a strategy within their respective area. He/She draws on experience and/or resources with in-depth knowledge of the business or function to ensure continuity of all Production support for all environments including Mainframe, UNIX and Windows. The Sr. Director will provide leadership and overall managerial oversight to their team.
Relation to Supervision:	Works under minimal direction.	Works under minimal direction and often without supervision.	Works independently while leading and coordinating all levels of activities including project lifecycle and day to day operations.	Manages staff and relevant teams while also leading and coordinating all levels of activities including project lifecycle and day to day operations including staff management.	Reports to senior leadership team member. Sets direction and goals for department and/or team.
Deployment Analysis:	Provides analysis & problem solving for Production issues that impact schedule or job dependencies.	Provides advanced analysis and problem solving of complex Production issues on projects of all sizes.	Leads and/or oversees the analysis of complex changes to the infrastructure and methodology required to improve Production and ensure interrelated application performance	Oversees the deployment and analysis of complex changes to the infrastructure and methodology required to improve production and ensure interrelated application performance. Manages the Deployment communications and recommendations for all production changes.	Oversees the deployment and analysis of complex changes to the infrastructure and methodology required to improve production and ensure interrelated application performance. Manages the Deployment communications and recommendations for all production changes. Responsible for complete oversight of all production processes and procedures.
Relationship Management:	Works closely with CUIT colleagues on all tasks in the network infrastructure and maintenance life cycle. May be responsible for directing and monitoring the work of team members and or project teams.	Work with all levels of organization on problem management and resolution. Provides assistance to less senior developers. Gives guidance to other team members. May oversee team members performing specific tasks.	Leads specific infrastructure, systems and administration initiatives. Provides expert level assistance to less senior system engineers; functions as a technical consultant.	Leader of team. Sets team goals, coaches and counsels staff to accomplish goals. May have performance management responsibility for team. Liases with relevant faculty and administrators on various projects/initiatives and ongoing operations of systems.	Responsible for the capabilities and configuration of the team and its preparedness to meet the IT and business requirements of the department. Partners with relevant faculty and administrators to support financial, academic and research goals of the University. Has responsibility and oversight for all personnel decisions.
Education & Experience:	Bachelors degree and/or its equivalent required. Minimum 3-5 years related experience. Solid network/systems knowledge and understanding of industry standards and practices.	Bachelors degree and/or its equivalent required. Minimum 4-6 years related experience. Strong networking knowledge and experience with multiple technical specialties.	Bachelors degree and/or its equivalent required. Minimum 5-7 years related experience. Expert level networking knowledge and experience with a specific technical specialty.	Bachelors degree and/or its equivalent required. Minimum 5-7 years related experience. Expert level experience with a broad range of technical specialties. Prior supervisory experience strongly preferred.	Bachelors degree and/or its equivalent required. Minimum 7-9 years related experience. Experience in all relevant technical specialties, methodologies and tools. Prior managerial experience required.
Soft skills:	Demonstrates a variety of competencies including teamwork/collaboration, analytical thinking, and communication.	Demonstrates proficiency in a variety of competencies including teamwork/collaboration, analytical thinking, communication and influencing skills.	Demonstrates excellence in a variety of competencies including teamwork/collaboration, analytical thinking, communication, influencing skills, and proven ability to act as a change agent.	Demonstrates excellence in a variety of competencies including ability to manage a team, teamwork/collaboration with technical and functional clients/peers, analytical thinking, communication and influencing skills. Proven ability to act as a change agent.	Demonstrates excellence in a variety of competencies including ability to lead a team, teamwork/collaboration with technical and functional clients/peers, analytical thinking, communication and influencing skills. High degree of emotional intelligence. Proven ability to act as a change agent.

<p>Technical Skills:</p>	<p>Proficiency in some/all of the following technologies: Work experience within a computer center operational environment or equivalent technical training. Demonstrated knowledge of a job scheduler, DevOps and batch processing. Knowledge of automation development, JCL, Git and Puppet is a plus.</p>	<p>Strong proficiency in some/all of the following technologies: Work experience within a computer center operational environment or equivalent technical training. Automic software, a job scheduler, DevOps, multiplatform batch processing, and automation development. Knowledge of JCL, Git and Puppet a plus.</p>	<p>Expert level skills in some/all of the following technologies: Work experience within a computer center operational environment or equivalent technical training. Automic software, a job scheduler, DevOps, multiplatform batch processing, and automation development. Knowledge of JCL, Git and Puppet a plus.</p>	<p>Strong Proficiency in some/all of the following technologies: Work experience within a computer center operational environment or equivalent technical training. Automic software, a job scheduler, DevOps, multiplatform batch processing, and automation development. Knowledge of JCL, Git and Puppet a plus.</p>	<p>Broad functional and/or technical experience in all relevant technical specialties, methodologies and tools such as work experience within a computer center operational environment or equivalent technical training. UC4 software, JCL, a job scheduler, and z/OS batch processing.</p>
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