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## MIT Job Description

<b>Job Title: IT Generalist, Mgmt 2</b>	<b>Position Title: CRON Manager</b>
<b>Reports to: Karen Yegian</b>	<b>% Effort or Wkly Hrs: 100%</b>
<b>Department: Urban Studies &amp; Planning</b>	<b>Prepared by: Duncan Kincaid, Karen Yegian</b>
<b>Date: 21 May 2021</b>	

### **Position Overview**

Manages computing and technology needs for the Department of Urban Studies & Planning (DUSP), the SA+P Dean's Office, and the Center for Real Estate (CRE), including infrastructure, hardware, software, help desk supervision. The Manager—with the assistance of one FTE help desk level person—is to support approximately 30 public cluster desktops, 15 servers, 10 research computers, 10 networked printers and 6 custom designed web sites for the facilitation of academic and administrative computing. Individual is to leverage IS&T Client Services for aspects of client support (help desk, endpoint procurement, deployment and management) and monitor its effectiveness. Individual is to work with faculty, staff and HQ to identify needs and implement creative solutions, leveraging Media Lab resources/expertise (as part of the SA+P community) when/where appropriate.

### **Principal Duties and Responsibilities (Essential Functions\*\*)**

Working independently and exercising broad judgment and independent decision-making:

- Provide daily support of technologies used throughout the Department. Apply preventive maintenance as needed; ensure equipment is operational and troubleshoot when not. These technologies range from classroom audio-visual systems, to high volume printers, client computers, servers and public computing cluster
- Supervise 1-2 (.5-1.5 FTE) help desk level staff; communicate job expectations, provide feedback and manage annual review process
- Assess effectiveness of IS&T Client Services collaboration, of help desk services and client satisfaction; make incremental adjustments on an ongoing basis to ensure effective delivery and timely response to changing needs
- Articulate and promote best practices to ensure integrity and privacy of user data
- Prepare annual budgets for IT equipment and supplies and monitor spending
- Oversee computing equipment inventory, procurement and supplies
- Participate in departmental and school-wide strategic planning with regard to IT services, providing technical input and recommendations, policies and procedures, technical standards and methods and priorities in alignment with DUSP's and the School's goals
- Advise on and determine priorities for overall IT support activities (including research and special academic initiatives) to ensure needs are supported, information systems function reliably and resources are used effectively

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- Ensure necessary hardware, software, and network infrastructure is in place and running optimally. Contribute to the management of installations and deployments as needed
  - Communicate with colleagues in SA+P units (e.g. Dept. of Architecture and the Media Lab) to identify and take advantage of opportunities to collaborate and economies of scale
  - Other duties as needed or required

### **Supervision Received**

The Manager will report to the Administrative Officer and Department Head of DUSP for general guidance, but will receive minimal supervision on a regular basis and is expected to exercise independent judgment and decision-making based on his/her expertise, skills and consideration of clients' feedback

### **Supervision Exercised**

The Manager will supervise 1-2 support staff performing help desk duties. The Manager will be responsible for determining the optimal level of support, hiring and training staff, providing mentorship and conducting performance reviews annually.

### **Qualifications & Skills:**

#### *REQUIRED:*

Required: BA or BSc in related field with 5 years of experience in Systems Administration and/or Help Desk Support. Excellent communications and interpersonal skills—ability to communicate effectively with supervisee(s), faculty and staff. Ability to motivate and keep supervisee(s), projects and deliverables on track. Ability to set priorities and work on multiple projects/duties simultaneously, delegate as appropriate, and to take independent initiative as needed. Ability to troubleshoot and creatively problem-solve, often on a highly time-sensitive basis. Individual must have strong commitment to excellence in a service organization, including ability to anticipate as well as respond to client needs. Willingness to work some evenings and early mornings to accommodate cyclical needs.

#### **Technical requirements:**

#### *REQUIRED:*

- Knowledge of Unix/Linux. Set up/maintain Unix/Linux servers with a mix of services (web + application frameworks, database, statistical packages, etc). Manage accounts, access, security, privacy, integration with IS&T services, TSM backup, etc. Expertise with shell scripting for purposes of systems management
- Knowledge of VMware vSphere
- Knowledge of VDI technology
- Knowledge of networking technology, VLAN, VPN, DNS, etc.
- Knowledge of AD, Shibboleth/Touchstone, Kerberos, AFS and building services upon these

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- Knowledge of macOS and Windows systems administration. This knowledge is to extend from shell scripting (bash/zsh/PowerShell) to JAMF and MECM administration. Though little work is expected to be spent in the administration of these services (as covered through collaborative agreement with IS&T Client Services), we expect adequate experience if not expertise
  - Experience with web servers and different web application frameworks: LAMP, Drupal, etc. Should be able to troubleshoot same and write/edit code to accommodate small, immediate needs
  - Good mechanical skills for diagnosing/repairing printer, plotters and other devices
  - Experience with audio-visual systems (projectors, LCD displays, video capture/playback, sound capture/playback) and their interface with computers

### *PREFERRED*

- Familiarity with VMware Horizon and other VMware products
- Familiarity with CUPS and PaperCut printing system
- Familiarity with Apache and NGINX
- Familiarity with Drupal and WordPress
- Familiarity with Oracle, MySQL and FileMaker
- Bash, Perl, Python, PowerShell

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