Position Opening

**POSITION:** Infrastructure and Technology Administrator  
**STATUS:** Full-time / Benefitted / Hourly / Non-exempt  
**COMPENSATION:** $45.68 - $50.81 per hour  
**DEPARTMENT:** North State Planning and Development Collective  
**LOCATION:** California Department of Fish and Wildlife (CDFW) office, Sacramento, CA  
**RECRUITMENT ID:** 112  
**RESIDENCY:** Candidate must be a California resident. Chico State Enterprises is not a sponsoring agency for staff and management positions (i.e. H-1B Visas).

**ESSENTIAL JOB FUNCTIONS:** Works closely in a group setting with information technology infrastructure and operations technical staff in providing information technology services and support within the Department’s highly complex infrastructure technology distributed throughout California. The Infrastructure Technology Administrator is also responsible for providing IT services and support to all CDFW IT infrastructure platforms; network services; virtualization services; video and teleconferencing services; and security, surveillance, and access control systems. They participate in the installation, monitoring, maintenance, support, and optimization of all infrastructure hardware, software, and services. Additionally, the incumbent is expected to demonstrate a high level of knowledge of IT operational services, IT concepts, practices, methods, and principles to support the Department’s IT operations. The incumbent must be a self-learner who can solve problems with minimal supervision but must work equally well in a team environment. Additional duties may include, but are not limited to:

- Supports the Department’s on-premises, cloud and hybrid server and services environments while participating in the definition, analysis and recommendation of on-premises and cloud-based opportunities and solutions based on existing department priorities and the department’s current IT posture.
- Participates in the implementation and management of strategically important on-premises and cloud databases, applications, and configuration.
- Responsible for administering and supporting the on-premises VMWare and Azure infrastructures as well as the components required to support the department’s applications and services.
- Deploys and configures secure, scalable, high availability and fault tolerant systems within the department’s VMWare and Microsoft Azure tenant space by performing effective analysis of resource utilization and consumption.
- Installs and configures equipment; deploys new servers and configures hardware, peripherals, services, settings, directories, storage, etc. in accordance with standards and project/operational requirements for production, test, and development systems.
- Applies application patches and upgrades on a regular basis. Maintains and upgrades administrative tools and utilities as needed.
- Assists with the planning and implementation of various Azure IaaS, PaaS services. Properly sizes and procures all the infrastructure components and Azure services required.
Manages on-premises, Office 365, Azure Active Directory and implement hybrid identity services. Manages and maintains on-premises, Office 365 and Azure cloud infrastructure, user accounts, file/print permissions as required for both internal and remote users.

- Manages and implements role-based access control (RBAC) and Multi-Factor Authentication (MFA).
- Installs, and supports server services and middleware configurations to support high availability application environments.
- Assists with provisioning and deploying Department applications – COTS, MOTS, or custom developed solutions.
- Provide first, second and third level IT support and assistance to resolve a variety of customer’s IT issues and requests. Provides on-site and remote technical assistance to department staff and external customers.
- Troubleshoots customer application and service issues. Assist development teams to resolve issues with application and service configurations and connectivity.
- Provides advice, technical direction and troubleshooting support to resolve and prevent problems with file servers, workstations, network connectivity, hardware, and software.

EMPLOYMENT STANDARDS: Bachelor’s degree or higher in information technology, computer science, or related fields, and at least 6 months of relevant experience. Four years of relevant experience in computer science, information technology, or a closely related field may be substituted for a bachelor’s degree. Required knowledge, skills, and abilities include:

- Excellent attention to detail, organizational skills, and time management practices.
- Positive attitude and ability to perform well under pressure on time-sensitive and high priority projects.
- Ability to communicate and collaborate effectively, solve critical and complex problems, form intelligent conclusions, and articulate solutions to people unfamiliar with technical language and concepts.
- Ability to prioritize tasks, adjust to change, estimate development tasks accurately, and meet agreed upon deadlines.
- Participates in problem management and root cause analysis.
- Maintains configuration documentation for all implemented services.
- Maintains system administration documentation including error logs, operating procedures, and vendor information.
- Ability to document processes and procedures as needed.

BENEFITS:
Benefits for employees working 30 hours or more per week include employer paid life insurance ($50,000) and long-term disability; options for health, dental, and vision insurance; FSA; 15 paid holidays including 1 personal holiday; vacation accrual (initially 10 days/year); sick leave (up to 12 days/year); employer contributions to your 403(b) retirement plan (up to 8%).

HOW TO APPLY:
To be considered, submit the following documents by August 6th, 2024. Documents submitted after this date may not be considered.
• Resume
• Chico State Enterprises Application

BY DROP BOX: [https://csuchico.app.box.com/f/817f650d6f374e51b6a32cb31b3ff9c5](https://csuchico.app.box.com/f/817f650d6f374e51b6a32cb31b3ff9c5)
BY EMAIL: csejobs@csuchico.edu

Paper applications will not be accepted; however, Chico State Enterprises is an Equal Opportunity Employer and is happy to provide reasonable accommodations to applicants at any step of the application process. If you need assistance in this regard, or are having technical difficulties, please contact the Human Resources office at 530-898-6811 or csejobs@csuchico.edu prior to 5:00 pm on the document deadline date. The employer is Chico State Enterprises, a non-profit corporation serving as an auxiliary organization of California State University, Chico. Employment is considered to be at-will.

AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER:
Chico State Enterprises is an Equal Opportunity Employer and does not discriminate against persons on the basis of race, religion, color ancestry, age, disability, genetic information, gender, gender identity, gender expression, marital status, medical condition, National origin, sex, sexual orientation, covered veteran status, or any other protected status. It is the Enterprises' policy to hire only United States citizens and aliens lawfully authorized to work in the United States. All new employees must provide proof of identity and authorization to work.