CU NY | **THE CITY UNIVERSITY OF NEW YORK**

University Human Resources
395 Hudson Street
New York, NY 10014
T.646.664.3311
Classified.Centex@cuny.edu

Personnel Order 2024-05

October 24, 2024

Amendment to Classification Plan

The following title is hereby added to the Competitive Class Service of the City University of New York:

Title & Title Code	Level	Minimum	Maximum
IT INFRASTRUCTURE ENGINEER **Title Code 05601**	Level 1	$105,827	$123,143
	Level 2	$115,190	$134,387
	Level 3	$126,287	$160,726

The salaries listed above are as of this date. *IT Infrastructure Engineer* has been designated as *Hard-to-Recruit* and the starting salaries will be at the minimum (incumbent) rate for each level listed above.

This title is accredited to DC 37, Local 2627.

This Personnel Order must be posted conspicuously for a 30-day period.

_____
Doriane K. Gloria
Senior Vice Chancellor, University Human Resources

Title	IT Infrastructure Engineer
Title Codes	05601 Annual (full-time)
FLSA Status	Non-Exempt due to collective bargaining agreements.
Date Issued	October 24, 2024

General Duties and Responsibilities

This position encompasses professional and responsible highly technical consultative and/or administrative work unique to the design and engineering of complex datacenters, networks and cloud deployments. Under administrative direction of a university IT manager, with broad latitude for independent action or decision, is responsible for the development of comprehensive infrastructure solutions. Engineer and operate mission critical infrastructure and be responsible for the access and protection of sensitive data, systems, and networks. May lead a team or participate in a team in planning, designing, implementing, and maintaining datacenter and cloud operations that includes the management of IT facilities, network, security, telecommunications, servers, storage, and virtualization components.

There are three Levels of this title. Assignment Levels 2 and 3 may oversee multiple projects and supervise employees. This specification describes typical assignments for this title; related duties may be assigned as needed.

<u>Assignment Level I</u>

Monitors industry developments; liaises with vendors, as necessary and ensures compliance with agency standards.

Collaborates with stakeholders to define, manage and monitor infrastructure for optimal security, reliability, and effectiveness.

Collaborates with stakeholders to define, manage and monitor third-party and SaaS applications, as well as IaaS and PaaS systems, to deliver secure, reliable, and effective computing services to the agency.

Assists with data integration, exchange, and API services, approved by CUNY's InfoSec team, which involves combining data from various sources, securely transferring information, and enabling standardized data interaction between software systems, to optimize organizational infrastructure, streamline processes, and ensure reliable, efficient, and secure communications between various devices, networks, and users.

Defines, manages, and monitors data retention, replication, data protection, and disaster recovery strategies, to ensure proper recoverability.

Enables through the use of technology, the ability for the organization to inventory IT assets.

Liaises with relevant stakeholders to ensure availability of on-premises, hybrid and cloud-based infrastructure solutions.

Mentors team members on specific IT skillsets.

Ensures that all changes to the infrastructure adheres to established Change Management policies and procedures.

Serves as subject matter resource on topics related to networks, servers, storage, virtualization and cloud infrastructure.

Maintains disaster recovery configurations for a moderately complex infrastructure, assists with periodic disaster recovery test and maintains disaster recovery documentation and procedures in support of infrastructure.

Assists with application development and implementation regarding moderately complex new technologies and system requirements.

Identifies probable system problems or design flaws in a moderately complex environment and escalates issues to upper management before serious performance impact.

Works closely with various IT teams to resolve moderate infrastructure issues.

Responds to the problem tickets for technical support ensuring timely follow up and resolution.

Prepares system configurations and management/support documentation.

<u>Assignment Level II</u> – In addition to Assignment Level I tasks, performs the following tasks:

Maintains disaster recovery configurations for a complex infrastructure, leads periodic disaster recovery test and oversees maintenance of disaster recovery documentation and procedures in support of infrastructure.

Assists with application development regarding complex new technologies and system requirements.

Identifies probable system problems or design flaws in a complex environment and escalates issues to upper management before serious performance impact.

Works closely with various IT teams to resolve complex infrastructure issues.

Assists in the development and review of technical specifications for the procurement of relevant IT systems and services, including the evaluation of vendor submissions solicited via bids, requests for information and proposals.

<u>Assignment Level III</u>– In addition to Assignment Level I and II tasks, performs the following tasks:

Manages infrastructure related crisis situations and works under pressure to resolve problems.

Maintains disaster recovery configurations for a complex enterprise scale infrastructure, leads periodic disaster recovery test and oversees maintenance of disaster recovery documentation and procedures in support of infrastructure.

Assists with application development regarding complex enterprise scale new technologies and system requirements.

Identifies probable system problems or design flaws in a complex enterprise scale environment and escalates issues to upper management before serious performance impact.

Works closely with various IT teams to resolve complex enterprise scale infrastructure issues.

Develops and reviews technical specifications for the procurement of relevant IT systems and services, including the evaluation of vendor submissions solicited via bids, requests for information and proposals.

Qualification Requirements

1. A baccalaureate degree in computer science, engineering or a related field from an accredited college or university **and** five (5) years of satisfactory full-time experience in the design and engineering of complex datacenters, networks and/or cloud deployments; **or**

2. A baccalaureate degree from an accredited college or university **and** six (6) years of satisfactory full-time experience as described in "1" above; **or**

3. A high school diploma or its educational equivalent **and** ten (10) years of satisfactory full-time experience as described in "1" above; **or**

4. Education and/or experience which is equivalent to "1," "2" or "3" above. The following may substitute for some of the required experience required in "1," "2" or "3" above, as follows:

   - College education (undergraduate credits) may substitute for up to four (4) years of the required experience in "3" above on the following basis:

     A. 30 to 59.9 semester credits substitute for 1 year of experience; **or**

     B. 60 to 89.9 semester credits substitute for 2 years of experience; **or**

     C. 90 to 119.9 semester credits substitute for 3 years of experience; **or**

     D. 120 or more semester credits substitute for 4 years of experience.

   - Graduate credits in information technology, computer science or a related field may substitute for up to two (2) years of experience in "1" or "2" above on the following basis:

     A. 15 to 29.9 graduate credits substitute for 1 year of required experience; **or**

     B. 30 or more graduate credits substitute for 2 years of required experience.

   - Each of the following valid current certification(s) may substitute for one (1) year of the required experience in "1," "2" or "3" above:

     A. Certified Information Systems Security Professional (CISSP) issued by ISC2; **and/or**

     B. Certified Scrum Product Owner (CSPO) issued by Scrum Alliance; **and/or**

     C. Cisco Certified Network Associate (CCNA) issued by Cisco; **and/or**

     D. Cisco Certified Network Professional (CCNP) issued by Cisco; **and/or**

     E. CompTIA Linux+ issued by CompTIA; **and/or**

     F. CompTIA Network+ issued by CompTIA; **and/or**

     G. Security+ issued by CompTIA; **and/or**

     H. IBM Certified Solution Architect – Cloud Pak for Data issued by IBM; **and/or**

     I. ITIL Foundation Certification issued by Axelos; **and/or**

     J. Juniper Networks Certified Internet Associate (JNCIA) issued by Juniper Networks; **and/or**

K. Microsoft Certified: Azure Administrator Associate issued by Microsoft; **and/or**

L. NetApp Certified Data Administrator (NCDA) issued by any authorized organization approved by NetApp; **and/or**

M. NetApp Certified Storage Installation Engineer (NCSIE) issued by any authorized organization approved by NetApp; **and/or**

N. NetApp Certified Storage Installation Engineer (NCSIE) issued by any authorized organization approved by NetApp; **and/or**

O. Oracle Cloud Infrastructure Architect Professional Certification issued by Oracle; **and/or**

P. Red Hat Certified Engineer (RHCE) issued by Red Hat; **and/or**

Q. VMware Certified Professional (VCP) issued by VMware.

However, all candidates must have a high school diploma or its educational equivalent and at least three (3) years of experience as described in "1" above.

Assignment Level II or III

Level II: After meeting the Qualification Requirements above, an additional two (2) years of satisfactory full-time experience in the design and engineering of complex datacenters, networks and/or cloud deployments is required for Level II.

Level III: After meeting the Qualification Requirements above <u>and</u> the Level II requirements, an additional two (2) years of satisfactory full-time experience in the design and engineering of complex datacenters, networks and/or cloud deployments is required for Level III (for a total of 4 years of experience above the Qualification Requirements).

English Language Proficiency: Demonstrated English language proficiency, including ability to speak, read, write, and understand English well enough to meet minimally acceptable performance standards set for job duties.

Motor Vehicle Driver License: A Motor Vehicle Driver license, valid in New York State, may be required for some, but not all positions.

Note: CUNY considers full-time work to be at least 35 hours per week. Part-time experience of at least 20 hours per week may be prorated by half and credited instead of, <u>but not in addition to</u>, full-time experience during the same period (e.g., two months of related work experience at 20-34 hours per week equates to one month of full-time related work experience.) Part-time experience of fewer than 20 hours per week **cannot** be credited at all.

Direct Lines of Promotion

From: None   To: None