

## UW HEALTH JOB DESCRIPTION

### Senior Server Engineer

<b>Job Code: 330049</b>	<b>FLSA Status: Exempt</b>	<b>Mgt. Approval: W. Beuthin</b>	<b>Date: January 2023</b>
<b>Department: IS - Infrastructure</b>		<b>HR Approval: M. Grayson</b>	<b>Date: January 2023</b>

### JOB SUMMARY

The Senior Server Engineer is responsible for and leads delivering, maintaining, configuring, and sustaining server infrastructure environment. This responsibility includes the design, implementation, and maintenance of existing server infrastructure environment, along with upgrading/configuration, installation of hardware/software, and the life cycle management of maintenance. The Senior Server Engineer consistently works independently, effectively leads others without authority, makes sound decisions, presents comprehensive case for new ideas, independently manages capacity planning to help with budgeting, and provides infrastructure metrics. As a leader of the Server team, the Senior Server Engineer will lead projects with a high level of complexity, making recommendations and implementing solutions that are value driven. They are responsible for the evaluating, designing, implementing, and documenting server infrastructure systems which include:

- Operating systems
- Hardware platforms
- Virtualization
- Databases
- Security
- Storage solutions
- Cloud services
- Application delivery
- Network Connectivity

The Senior Server Engineer is required to participate in a 24x7x365 on-call rotation, including periodic off business-hours work.

### MAJOR RESPONSIBILITIES

#### Deliver Server Infrastructure Solutions

- Ensure successful delivery to support strategic planning and initiatives, improve organizational performance, and advance progress towards UW Health goals.
  - Work with vendors, clients, carriers, and technical staff on implementation, optimization, and security of server infrastructure systems. This includes but is not limited to troubleshooting infrastructure and services including cloud technologies, server operating systems, server hardware, data storage and server applications.
  - Carry out maintenance and upgrades on server infrastructure.
  - Use knowledge of healthcare industry, market environment, and clinical and business workflows and activities, to deliver solutions that solve business problems and align with strategy initiatives.
  - Develop and maintain trusted relationships with business, clinical, and operations leaders to advise efficient use of the server infrastructure.
  - Build solutions and implementation plans utilizing the appropriate internal and external resources and ensuring full involvement of business partners and communication to all stakeholders.
  - Perform security review of Server Infrastructure and Applications.

#### Improve Processes and Standards

- Research and deliver new software, hardware, tools, systems, and processes to provide state-of-the-art collaboration solutions for enterprise level or large-scale technologies.
- Lead the development and delivery of enterprise level technologies training relevant to area of expertise.
- Monitor the latest market trend and industrial landscape to discover opportunities to improve customer experience and reduce operating costs.
- Build and maintain project/technology related documentation, ensuring that accurate information is always available to other colleagues and management.
- Manage server infrastructure system logging and provide performance metrics.

#### Effective Team Member

- Assist and mentor less experienced colleagues and be a resource for UW Health employees and leaders for the Server Team.
- Provide detailed runbook procedure and support documentation for routine maintenance on the server infrastructure systems.

#### Leadership

- Hold team and organization-level responsibilities and lead enterprise level projects.
- Deliver presentations to clients, leaders, and peers as it pertains to Server Infrastructure technology roadmap, architecture, engineering, and provisioning.
- Assist with budget preparation.

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### Technical Leadership

- Responsible for assisting with the development of roadmaps and leading implementation projects.
- Develop technical standards, define operational processes, and configuration best practices for server infrastructure.
- Provide incident management and support to the critical issues escalated by Server Infrastructure team.
- Lead the technical delivery of projects, including design, configuration, and testing of technical solutions for enterprise server infrastructure.

Additional duties related to agile project management to include, but not limited to:

- Work directly with IS Project Managers to update project plans and communicate project status.
- Participate in operating model activities related to product and service ownership.
- Meet and communicate with stakeholders, document project definition, and provide direction and leadership in project estimates and sequencing.
- Build, edit, and maintain team backlog; prioritize and document objectives for project sprints.
- Review assigned service requests daily, follow up and provide status updates to clients; effectively maintain service delivery status and backlog.

**ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.**

### **JOB REQUIREMENTS**

Education	Minimum	Associate degree in Healthcare, Information Technology, Business, or related field Two (2) years combination of relevant experience and education may be considered in lieu of degree
	Preferred	Bachelor's or Master's degree in Healthcare, Information Technology, Business, or related field strongly preferred
Work Experience	Minimum	<ul style="list-style-type: none"> <li>• Demonstrated success architecting, designing, configuring, and supporting server infrastructure</li> <li>• Demonstrated success troubleshooting to isolate and diagnose problems in large-scale server infrastructure implementations.</li> <li>• Demonstrated success translating business needs into operational requirements</li> <li>• Demonstrated success managing multiple large/complex projects simultaneously</li> <li>• Demonstrated success leading teams and teaching Server Infrastructure technologies</li> </ul>
	Preferred	Seven (7) years relevant experience in IT Server Administration, Project Management, Analytics, and Monitoring
Licenses & Certifications	Minimum	None
	Preferred	Azure, MCSA, CCA, VCP, Nutanix or equivalent certification(s)
Required Skills, Knowledge, and Abilities		<p><u>Information Services (IS) Core Competencies:</u></p> <p>Intermediate competency in the following areas:</p> <ul style="list-style-type: none"> <li>• Communication</li> <li>• Effective team member</li> <li>• Critical thinking</li> <li>• Leadership including leads with integrity, maintains strategic orientation, demonstrates business &amp; financial acumen, champions innovation, manages execution, leads &amp; develops people</li> <li>• Technical leadership of applicable products or platforms</li> <li>• Leading highly empowered, self-directed teams including cross-functional teams</li> <li>• Mentoring and teaching</li> <li>• Lean management</li> <li>• Applying agile methodologies</li> </ul> <p><u>Position Specific Competencies:</u></p> <p>Advanced competency in at least five server infrastructure competencies including:</p> <ul style="list-style-type: none"> <li>• Administration and management of Nutanix</li> </ul>

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	<ul style="list-style-type: none"> <li>• Administration and management of VMWare ESX</li> <li>• Administration of Azure infrastructure technologies</li> <li>• Administration and management Isilon</li> <li>• Data Domain</li> <li>• Network infrastructure components and concepts</li> <li>• Microsoft Windows and/or Linux server management and networking</li> <li>• Ability to manage multiple concurrent activities</li> <li>• Proficient in local area network/wide area network (LAN/WAN)</li> </ul> <p><u>Other Skills, Knowledge, Abilities:</u></p> <p>Delivering Server Infrastructure Solutions</p> <ul style="list-style-type: none"> <li>• Knowledge of PowerShell</li> <li>• Knowledge of automation tools</li> </ul>
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### PHYSICAL REQUIREMENTS

**Indicate the appropriate physical requirements of this job in the course of a shift.** *Note: reasonable accommodation may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level		Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
	<b>Sedentary:</b> Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, ledgers, and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible
X	<b>Light:</b> Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
	<b>Medium:</b> Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
	<b>Heavy:</b> Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
	<b>Very Heavy:</b> Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
<b>Other</b> - list any other physical requirements or bona fide occupational qualifications not indicated above:				

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.