Enterprise Services and Systems Administrator, Wharton Computing and Instructional Technology

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University Overview

The University of Pennsylvania, the largest private employer in Philadelphia, is a world-renowned leader in education, research, and innovation. This historic, Ivy League school consistently ranks among the top 10 universities in the annual U.S. News & World Report survey. Penn has 12 highly-regarded schools that provide opportunities for undergraduate, graduate and continuing education, all influenced by Penn's distinctive interdisciplinary approach to scholarship and learning. As an employer Penn has been ranked nationally on many occasions with the most recent award from Forbes who named Penn one of America's Best Large Employers in 2023.

Penn offers a unique working environment within the city of Philadelphia. The University is situated on a beautiful urban campus, with easy access to a range of educational, cultural, and recreational activities. With its historical significance and landmarks, lively cultural offerings, and wide variety of atmospheres, Philadelphia is the perfect place to call home for work and play.

The University offers a competitive benefits package that includes excellent healthcare and tuition benefits for employees and their families, generous retirement benefits, a wide variety of professional development opportunities, supportive work and family benefits, a wealth of health and wellness programs and resources, and much more.

Posted Job Title
Enterprise Services and Systems Administrator, Wharton Computing and Instructional Technology

Job Profile Title
Systems Administrator Senior

Job Description Summary
Founded in 1881 as the world's first collegiate business school, the Wharton School of the University of Pennsylvania is shaping the future of business by incubating ideas, driving insights, and creating leaders who change the world. With campuses in both Philadelphia and San Francisco, Wharton has over 850 staff, a faculty population of more than 235 renowned professors, and 5,000 undergraduate, MBA, executive MBA, and doctoral students. Each year 13,000 professionals from around the world advance their careers through Wharton Executive Education's individual, company-customized, and online programs. More than 104,000 Wharton alumni form a powerful global network of leaders who transform business every day. Wharton is home to a diverse population of staff, representing a rich array of backgrounds, expertise, and cultures. To learn more, visit www.wharton.upenn.edu.

Wharton Computing, the school's dedicated IT organization, is responsible for the technology driving connected learning across the School, advancing the rigorous research required for new business knowledge and understanding. Wharton Computing provides resources to faculty, staff, students, the Wharton Community and beyond, and members of Wharton Computing act as technology evangelists to encourage wider adoption of existing technologies and to experiment with new products and approaches.

Job Description

As a Enterprise Services and Systems Architect on the CORES (Core Operations, Resources and Enterprise Services) Team under Infrastructure & Services, you will deliver and manage scalable hosted enterprise services and solutions in areas such as Communications and Collaboration, Generative AI Tools, Identity and Access Management, Networks and Connectivity, Monitoring and Alerting, and more, using products and tools like Google Workspace, Office 365, Dropbox, Grouper, ChatGPT, and others.

- You will deploy, manage and improve our services using ITIL IT Service Management practices, serve as their technical expert and critical resource, and encourage their use and adoption through user outreach and documentation.

- You will lead and participate on projects that deploy, improve, retire, or deliver services.
- You will have primary responsibility for the management of a small number of services in our portfolio.
- You will be part of a rotating operations team that responds to service requests and incidents and performs routine operational work, backing up the I&S Cloud Architecture Team.
- Back up operational work includes deploying services as infrastructure-as-code on cloud infrastructure hosted in Amazon Web Services with automated workflows using tools like Terraform and Ansible, patching software and operating systems, and participating in code reviews.
- You will be part of a rotating 24/7 on call team that responds to system alerts and phone communications in week-long shifts. We collaborate to reduce the number of services that page after hours and are dedicated to reducing the after hours burden.

We expect all team members to:

- Value inclusion and teamwork
- Strengthen our technical and customer service skills
- Bring new skills and perspective
- Display leadership and accountability
- Understand security and privacy principles
- Navigate change

As an Enterprise Services and Systems Administrator, you will be expected to:

- Lead complex projects to deploy and improve services
- Maintain subject matter expertise in, and be accountable for services owned by the team
- Design, deploy, and continually improve services
- Represent Wharton Computing at events, on projects, and technical committees, locally and externally
- Expand your skills and provide mentoring and guidance to team members
- Demonstrate both judgment and insight in crisis and in planning
- Take provided opportunities to drive your professional development with training and conferences

Qualifications

For Enterprise Services and System Administrator, a Bachelor's degree and at least 3- 5 years of experience, or equivalent combination of education and experience, is required.

To be considered, you should:

- Have experience managing and completing projects on schedule
- Be familiar with IT Service Management principles

- Communicate with technical colleagues, vendors and business users successfully
- Display the empathy necessary for customer-first support
- Highly experienced in technical troubleshooting
- Knowledge of networking basics and concepts
- Knowledge of email delivery basics, mail hygiene and email authentication
- Have at least three years of Linux or Windows system administration experience
- Know at least one cloud service provider such as Amazon Web Services, or Microsoft Azure
- Have experience with source control and be able to use Git, specifically
- Demonstrate familiarity with at least one scripting language such as Bash, PowerShell or Python
- Have experience administering at least one collaboration and productivity solution such as Microsoft M365 or Google Workspace

A combination of the following desired attributes will help you be successful:

- A technical customer service background
- Demonstrated knowledge of principles of technical troubleshooting
- Comfort with Agile project management practice (Scrum/Kanban)
- A familiarity with ITIL procedures and language
- A general understanding of DevOps philosophies
- Understanding and experience with RESTful or other APIs
- Knowledge of cloud provider Identity and Access Management or broader IAM principles
- Awareness of Security and Privacy Best Practices and how they apply to Higher Education
- Practical experience with the fundamentals of TCP/IP networking
- Experience with a configuration management system like Ansible, Chef or Puppet

Job Location - City, State
Philadelphia, Pennsylvania

Department / School
Wharton School

Pay Range
$83,500.00 - $100,000.00 Annual Rate
Salary offers are made based on the candidate's qualifications, experience, skills, and education as they directly relate to the requirements of the position, and in alignment with salary ranges based on external market data for the job's level. Internal organization and peer data at Penn are also considered.

Equal Opportunity Statement

The University of Pennsylvania is an equal opportunity employer. Candidates are considered for employment without regard to race, color, sex, sexual orientation, religion, creed, national origin (including shared ancestry or ethnic characteristics), citizenship status, age, disability, veteran status or any class protected under applicable federal, state or local law.

Special Requirements

Background checks may be required after a conditional job offer is made. Consideration of the background check will be tailored to the requirements of the job.

University Benefits

- **Health, Life, and Flexible Spending Accounts**: Penn offers comprehensive medical, prescription, behavioral health, dental, vision, and life insurance benefits to protect you and your family's health and welfare. You can also use flexible spending accounts to pay for eligible health care and dependent care expenses with pre-tax dollars.
- **Tuition**: Take advantage of Penn's exceptional tuition benefits. You, your spouse, and your dependent children can get tuition assistance here at Penn. Your dependent children are also eligible for tuition assistance at other institutions.
- **Retirement:** Penn offers generous retirement plans to help you save for your future. Penn's Basic, Matching, and Supplemental retirement plans allow you to save for retirement on a pre-tax or Roth basis. Choose from a wide variety of investment options through TIAA and Vanguard.
- **Time Away from Work:** Penn provides you with a substantial amount of time away from work during the course of the year. This allows you to relax, take vacations, attend to personal affairs, recover from illness or injury, spend time with family-whatever your personal needs may be.
- **Long-Term Care Insurance:** In partnership with Genworth Financial, Penn offers faculty and staff (and your eligible family members) long-term care insurance to help you cover some of the costs of long-term care services received at home, in the community or in a nursing facility. If you apply when you're newly hired, you won't have to provide proof of good health or be subject to underwriting requirements. Eligible family members must always provide proof of good health and are subject to underwriting.
- **Wellness and Work-life Resources**: Penn is committed to supporting our faculty and staff as they balance the competing demands of work and personal life. That's why we offer a wide variety of programs and resources to help you care for your health, your family, and your work-life balance.
- **Professional and Personal Development:** Penn provides an array of resources to help you advance yourself personally and professionally.

- **University Resources:** As a member of the Penn community, you have access to a wide range of University resources as well as cultural and recreational activities. Take advantage of the University's libraries and athletic facilities, or visit our arboretum and art galleries. There's always something going on at Penn, whether it's a new exhibit at the Penn Museum, the latest music or theater presentation at the Annenberg Center, or the Penn Relays at Franklin Field to name just a few examples. As a member of the Penn community, you're right in the middle of the excitement-and you and your family can enjoy many of these activities for free.
- **Discounts and Special Services**: From arts and entertainment to transportation and mortgages, you'll find great deals for University faculty and staff. Not only do Penn arts and cultural centers and museums offer free and discounted admission and memberships to faculty and staff. You can also enjoy substantial savings on other goods and services such as new cars from Ford and General Motors, cellular phone service plans, movie tickets, and admission to theme parks.
- **Flexible Work Hours:** Flexible work options offer creative approaches for completing work while promoting balance between work and personal commitments. These approaches involve use of non-traditional work hours, locations, and/or job structures.
- **Penn Home Ownership Services:** Penn offers a forgivable loan for eligible employees interested in buying a home or currently residing in West Philadelphia, which can be used for closing costs or home improvements.
- **Adoption Assistance:** Penn will reimburse eligible employees on qualified expenses in connection with the legal adoption of an eligible child, such as travel or court fees, for up to two adoptions in your household.

To learn more, please visit: https://www.hr.upenn.edu/PennHR/benefits-pay

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To apply, visit https://wd1.myworkdaysite.com/en-US/recruiting/upenn/careers-at-penn/job/Dinan-Hall/Enterprise-Services-a nd-Systems-Administrator--Wharton-Computing-and-Instructional-Technology_JR00113256-1

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