

MICHIGAN SENATE

SENATE BUSINESS OFFICE

POSITION POSTING

INFRASTRUCTURE SUPERVISOR

SUMMARY:

This is an at-will, nonpartisan position in the Senate Business Office (SBO). The SBO oversees the general administrative operations of the Michigan Senate and includes the Facilities & Services, Finance, Human Resources, Office of the Director, Senate Information Services, and Senate Police departments.

Under the direction of the Director of the Senate Business Office and Senate Information Services (SIS) Director, and supervised by the IT Operations Manager, the Infrastructure Supervisor manages and monitors all installed systems and infrastructure. The Infrastructure Supervisor manages and participates in the installation, configuration, testing, and maintenance of operating systems, application software, and system management tools. The Infrastructure Supervisor proactively ensures the highest levels of systems and infrastructure availability by maintaining security, backup, and redundancy strategies. The Infrastructure Supervisor develops and maintains automation solutions and custom scripts to improve system efficiency, reduce manual intervention, and support the operational effectiveness of the Infrastructure Team. The Infrastructure Supervisor serves as the primary technical escalation point for the Infrastructure Team while coordinating work activities, infrastructure projects, upgrades, and maintenance activities. The Infrastructure Supervisor also manages the availability, integrity, and operational performance of infrastructure systems and related applications across multiple business units and technology platforms, ensuring business continuity and reliable service delivery.

ESSENTIAL JOB FUNCTIONS:

- Collaborates with the IT Operations Manager and intradepartmental supervisors to develop strategies and coordinate initiatives that support departmental goals and objectives
- Leads the Infrastructure Team by providing training, coaching, mentoring, communicating job expectations, and evaluating performance to support individual growth and organizational success
- Identifies opportunities for operational and infrastructure improvements and provides recommendations to the IT Operations Manager
- Oversees the implementation, enforcement, and continuous monitoring of systems to ensure application and endpoint monitoring is in place to proactively identify and respond to operational issues

- Plans and manages system maintenance schedules, access controls, and security configurations to ensure system security, reliability, uptime, and availability
- Keeps management informed during major incidents to support business continuity decisions; develops and maintains crisis response procedures that support, validate, and protect business continuity objectives; presents response options and recommendations to management
- Analyzes system data, including system logs, performance metrics, and performance counters, to identify future operational and infrastructure requirements, improve system performance, and ensure highly available services for end users
- Participates in the evaluation, testing, and recommendation of new software, hardware, and technology solutions to support the Senate's operational and infrastructure needs
- Manages the configuration and operation of client-based computer operating systems
- Plans, coordinates, and participates in system upgrades and process improvements to enhance functionality, strengthen security, and improve operational efficiency
- Manages the administration and governance of Microsoft Azure and Microsoft 365 environments, including service deployment, licensing, identity management, security, and supporting infrastructure

SECONDARY DUTIES AND RESPONSIBILITIES:

- Manages and maintains user accounts, system permissions, and access management to support secure and efficient access to Senate technology resources
- Performs all other duties as requested by the IT Operations Manager

EDUCATION/EXPERIENCE:

- Bachelor's degree in information technology or a related field required
- Fifteen or more years of progressively responsible experience in infrastructure administration, operations, and maintenance preferred
- Experience administering VMware, Microsoft 365, Microsoft Azure, and Microsoft Configuration Manager (SCCM) required
- Experience with enterprise network infrastructure, including routing, switching, and network connectivity principles required
- Demonstrated understanding of cybersecurity principles, best practices, and organizational security requirements required
- Experience with enterprise backup, monitoring, and endpoint security solutions, including Veeam, WhatsUp Gold, and Microsoft Defender, is preferred
- Other combinations of education and experience are evaluated on an individual basis

SKILLS AND KNOWLEDGE REQUIRED:

- Strong knowledge of Microsoft Windows Server and experience with enterprise-grade monitoring tools capable of generating proactive alert notifications and monitoring system health
- Strong knowledge of virtualization technology
- Strong written and verbal communication skills with the ability to communicate effectively and professionally with employees at all organizational levels, vendors, and external partners
- Ability to work effectively under pressure, manage competing priorities, and meet established deadlines
- Must be a self-starter with a high level of initiative
- Strong customer service skills, able to anticipate needs and address requests
- Strong attention to detail, organizational skills, and the ability to handle multiple projects
- Maintains confidentiality and exercises discretion
- Knowledge of workstation operating system support
- Advanced knowledge of system vulnerabilities and security issues
- Ability to follow directions and work independently
- Ability to communicate with others, both orally and in writing
- Ability to work in a professional and nonpartisan manner
- Ability to develop and maintain good working relationships with legislators and other elected officials, staff, vendors, and other agencies

This job description is not intended as a comprehensive list of all of the duties required of this position. Additional duties may be assigned from time to time, and the listed duties are subject to change at any time, with or without notice.

All offers of employment at the Michigan Senate are contingent upon clear results of a criminal history background check. Background checks will be conducted after a tentative offer of employment has been made and accepted.

STATUS: Salaried, with a standard benefit package

SALARY: \$100,000 - \$120,000

GOVERNING CAUCUS: Nonpartisan

This is a non-civil service, at-will position.

**Interested applicants, please submit
a cover letter and resume to:**

PO Box 30036
Lansing, MI 48909
Email: resume@senate.michigan.gov

The Michigan Senate considers applicants for all positions without regard to race, color, religion, creed, gender, national origin, age, height, weight, disability, marital status, sexual orientation, gender identity or expression, or any other legally protected status. If you are a person with a qualified disability, you may request any needed reasonable accommodation to participate in the application, testing, and/or interview process by contacting the Senate ADA Coordinator at 517-373-1675.