Infrastructure Solutions Manager

IT: Infrastructure Solutions

Summary:

The Infrastructure Solutions Manager (Servers and Storage) is responsible for overseeing a team of engineers to architect, design, build, maintain, and support the Firm's global portfolio of server & storage infrastructure solutions (e.g., on-prem / cloud-based infrastructure, operating systems & virtualized environments).

This role requires striking the necessary balance of delivering solutions that provide an optimal experience for our lawyers, staff, practice groups, and clients, without making compromises that add unacceptable risks to the Firm.

To accomplish this objective, the Infrastructure Solutions Manager develops a roadmap in close partnership with IT and cross-functional stakeholders, and continually adapts it to accommodate the changing needs of the Firm. The role requires an individual with the skills to think both strategically for the long term and tactically to handle the daily operational needs of the Firm, while fostering a high-performance team culture. The Infrastructure Solutions Manager assesses relative priorities of projects, deploys (and diverts) the appropriate resources as needed, and apprises the leadership team of any risks that may result from a delay in executing projects and other operational activities to uphold gold-standard service.

Apply

Duties and Responsibilities:

- Leads the end-to-end management of the Firm's global server & storage infrastructure portfolio (on-prem & cloud-based), inclusive of strategic planning through to operational support and maintenance.
- Oversees the design of the Firm's on-premises and cloud-based infrastructure, with particular emphasis on shaping the Firm's cloud and virtualization strategy in close partnership with IT architects, IT leadership, and other technical leads.
- Oversees data center operations and maintenance of the Firm's infrastructure estate to function smoothly and economically, with primary emphasis on business effectiveness, availability, stability, and reliability.
- Oversees the design, testing, and implementation of infrastructure disaster recovery, backup / business continuity plans, procedures, audits, and enhancements to promote an environment of high availability.
- Partners closely with the Firm's Information Security organization, IT Security Solutions team, Application Solutions teams, and other IT engineers to establish common standards and objectives for the Firm's infrastructure solutions, supports broader Infrastructure functional objectives as needed.
- Oversees capacity planning and system optimization efforts for infrastructure solutions (e.g., infrastructure performance, performance fine tuning, environment scaling).
- Oversees advanced technical support for the Firm's on-premises and cloud-based infrastructure environments (e.g., Tier 3 technical support in a 24x7 environment).

Qualifications:

Education & Credentials

- A college degree is strongly preferred, ideally in Computer Science, Information Systems, or a related technical discipline. Master's degree is preferred.
- Appropriate technical certification(s) are preferred (e.g., Microsoft Azure Solutions Architect).

Knowledge & Experience

- 7+ years of relevant experience, ideally in a large Law Firm setting, a comparable professional services organization, or a legal information services provider.
- Demonstrated experience with managing the system lifecycle for global infrastructure solutions and capabilities (e.g., on-prem / cloud-based infrastructure, operating systems & virtualized environments).
- Demonstrated experience with infrastructure design in a global, multi-tenant environment including on-premises and cloud-based solutions.
- Demonstrated experience with leading cloud and virtualization transformation programs.
- Demonstrated experience with cloud computing and virtualization technologies (e.g., Azure, VMWare).
- Demonstrated experience in planning and executing domain integrations, hybrid deployments, and large AD Forest Management (e.g., Microsoft Active Directory, ADFS).

Duties and Responsibilities (continued):

- Oversees workload of staff; develops, mentors, and motivates a team of junior and senior engineers with diverse mix of skill sets and experience.
- Facilitates teamwork with cross-functional stakeholders and Technology personnel from other groups in IT, vendors, and third-party providers.
- Monitors industry trends and anticipates changes to the Firm's infrastructure estate.
- Proactively consults with Firm stakeholders to translate Firm needs into solution roadmaps which are socialized and aligned to broader IT and Firm strategic priorities.
- Prepares input to the annual operating and capital budgets and recommends long-range and annual technology plans.
- Supervises the infrastructure engineering teams, and engages / shares standards with regional IT services technicians in offices around the world.
- Manages technology infrastructure projects from project planning, mobilization, implementation, and operation.
- Manages day to day departmental activities and facilitates the resolution of technical problems.
- Researches and recommends potential departmental and technology improvements to senior management in operational outcomes.
- Recommends and implements best practices, processes, and procedures related to all aspects of infrastructure management.
- Stays current on trends and issues in the broader marketplace, including current and emerging technologies.
- Proactively applies quality management, change control, risk mitigation, and customer satisfaction control procedures.

Qualifications (continued):

- Demonstrated experience with network security technologies, including firewalls, intrusion detection/prevention systems, and security incident / event management tools.
- Demonstrated working with identity and access management technologies and solutions (e.g., Azure, MS Defender, Active Directory).
- Demonstrated experience with network and system administration, including operating system configuration and account management best practices.
- Experience with ITIL service management practices, standards, and processes.

Skills & Expectations

- Demonstrated ability to serve as a change agent, leading and inspiring others to act, especially under circumstances when change is unpopular.
- Ability to establish rapport and elicit cooperation from personnel across all levels, including executive management, and cross-functional leadership.
- Ability to develop and motivate technology teams, inclusive of staff, and 3rd party vendors/consultants.
- Skilled in communications to all levels in the organization in writing, speaking, and presentation skills for work with the Firm leadership, the user community, and clients.
- Excellent problem solving and debugging skills required.

Duties and Responsibilities (continued):

- Serves as an escalation point for complex problems, takes ownership, and sees them through to resolution.
- Acts as a technology strategist, working in collaboration with IT leadership.
- Uphold high standards of confidentiality, discretion, and integrity, particularly with respect to all sensitive and/or confidential firm and client information to which this position will have access.

Status: Exempt
Reports To: Director of IT Infrastructure Solutions
Workplace Type: Hybrid

Salary range of $169,000-$200,000 dependent on candidate experience.

We welcome applications from candidates who are authorized to work in the United States for any employer. Please note that the firm is not able to provide or assume employment visa sponsorship for this position.

Candidates hired for staff positions with a minimum work schedule of 30 hours per week are eligible for a comprehensive benefits package, including healthcare insurance. Learn more about benefits at Covington.

https://www.cov.com/en/careers/staff/benefits

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Qualifications (continued):

- Ability to manage complex information systems and technical personnel.
- Must be able to reliably deal with multiple competing priorities and remain calm under pressure.
- Ability to fulfill on-call duties for IT emergencies outside of Firm business hours.

Work Conditions

- Based in Washington, D.C.
- Core hours of 9:00 am – 5:30pm, Monday – Friday; hybrid in-office, which will be a combination of onsite and remote work with occasional on-call availability.
- As with all positions, it will be required to perform other duties as deemed necessary and assigned by the Director of Infrastructure Services and/or Firm Management.
- Position requires access to equipment, software, or technology that is subject to U.S. export controls. To be granted access pursuant to US Export Control laws, candidate must be either (a) a United States citizen or national; (b) a person lawfully admitted for permanent residence of the United States (i.e., “Green Card” holder); or (c) an INS-approved refugee or asylum holder who has applied for naturalization within six months of the date the individual first became eligible; and if not yet naturalized, is still actively pursuing naturalization if 2 years have passed since the date of application to be granted access pursuant to US Export Control laws. Candidates must submit appropriate documentation to determine if access can be granted before proceeding

further through the application process.

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Covington will consider qualified applicants with arrest or conviction records for employment in accordance with applicable laws, including the California Fair Chance Act, the Los Angeles Fair Chance Initiative for Hiring Fair Chance Ordinance, the Los Angeles County Fair Chance Ordinance, and the San Francisco Fair Chance Ordinance.