

MANAGER OF DATA CENTER OPERATIONS

DEFINITION

Plans, organizes, and directs the preparation, entry, and processing of data through the use of multiple computer systems and peripheral equipment, and is responsible for the management of a work shift of the Data Center or Network Operations Branch of the Information Technology Division.

TYPICAL DUTIES

Plans, organizes, and directs input and output, data balancing, controlling, conversion, and processing operations in order to provide reliable results in data processing testing, production, and support services to meet established deadlines, and coordinates these operations through lower-level supervisors.

Schedules and supervises the collection, tabulation, verification, recording, and processing of instructional, financial, and statistical data.

Contacts other shift supervisors, data processing technicians, and District managers and supervisors in order to resolve specific technical and administrative problems that occurred during the shift.

Directs and reviews the selection, training, and supervision of personnel.

Reviews and adjusts procedures, schedules, and system controls to assure maximum efficiency and accuracy.

Advises Branch and Division management, section heads, and others regarding the necessity of revising operating procedures and the form of input data, the scheduling of data processing operations, and the development and maintenance of internal controls to insure the quality of data input and output.

Reviews proposed IT/data processing projects and revisions in existing systems and advises supervisors on equipment, manpower, scheduling, and alternative methods of obtaining desired results.

Develops schedules for the activities of a shift reviews progress, and prepares progress reports for Branch and Division management.

Establishes procedures for the compilation of data on machine utilization and requests approval of contractual agreements for IT/data processing services during periods of peak workload.

May plan, organize, and direct the receipt, staging, delivery, installation and repair of computer equipment.

May evaluate data processing equipment, supplies, and methods and may approve or recommend the acquisition of such equipment and supplies.

May direct the procurement, inventory control, and disposition of data processing supplies.

May assist in preparing budget requests and project future budget requirements for the Branch.

Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

A Manager of Data Center Processing Operations directs and is responsible for equipment and operations during a shift operation in the central service and remote processing locations of the District.

The Director of Data Center Operations directs and is responsible for equipment and operations, software support, and technical programming standards in the central and remote processing services of the District. The Deputy Director of Data Center Operations assists in the management of this function.

A Supervising Data Center Equipment Operator supervises one shift of the operation of mainframe/server and open systems consoles and computer peripheral equipment, personnel, coordinates the flow of computer inputs and outputs, and maintains production schedule commitments.

SUPERVISION

General direction is received from the Director of Data Center Operations and the Deputy Director of Data Center Operations. General supervision is exercised over supervisory personnel in an equipment operation, data control, and data entry unit.

CLASS QUALIFICATIONS

Knowledge of:

- Capabilities and uses of modern data processing and peripheral equipment
- Principles and techniques of programming
- Stored-program concepts, multi-programming techniques, job control language, teleprocessing, library routines, and procedures control
- Principles of planning and process control, documentation, and program testing
- Functions and capabilities of control software systems, utility packages, and application software aids

Ability to:

- Maintain knowledge of new equipment and methods and apply that knowledge to solving operational problems
- Diagnose problems in operating procedures and direct corrective action
- Analyze data processing systems and results and install or recommend more efficient procedures
- Deal effectively with data processing managers, technicians, and professionals; machine service organizations; and manufacturers' representatives
- Plan and organize operations to meet critical deadlines and to provide alternative procedures in emergencies
- Maintain accurate records
- Prepare clear, concise reports
- Direct and coordinate data processing operations through lower-level supervisors

ENTRANCE QUALIFICATIONS

Education:

Graduation from a recognized college or university, preferably with a degree in computer science. Additional experience in supervising data processing operations may be substituted for the required education on a year-for-year basis.

Experience:

Four years of experience in supervising data processing operations such as equipment operation, document control, or software systems maintenance. Experience in the analysis of networks and experience with personal computers and terminals is highly desirable. Two years of the required experience must have included work with a digital computer using control software for a networked multi-programming operating system.

Special:

A+ certification

SPECIAL NOTES:

1. Management class, exempt from bargaining units.
2. Exempt from FLSA.
3. Must be willing to accept assignment to any work shift.

This class description is not a complete statement of essential functions, responsibilities or requirements. Requirements are representative of the minimum level of knowledge, skill, and/or abilities. Management retains the discretion to add or change typical duties of a position at any time.

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