DATA CENTER TECHNICIAN

DEFINITION

Conducts initial analysis, monitors, diagnoses and reports problems, and facilitates the repair of District network and systems components.

TYPICAL DUTIES

Monitors and conducts initial analysis on network activities and selected systems components using various monitoring programs such as Nagios, Cricket, Aruba, BMC, and Watch List.

Coordinates operation schedules for backups, restores, nightly batch jobs, Tivoli Storage Manager (TSM), Tivoli Workload Scheduler (TWS), Tivoli Identification Manager (TIM), and system shutdowns and restarts.

Analyzes, coordinates, and schedules new and ongoing basis, BPS, BW, MyDATA, MISIS, and SAP object jobs and job streams.

Monitors the physical computing resources ensuring that all processes and streams achieve the Service Level Agreement (SLA) established.

Maintains daily, weekly, and monthly production schedules for all District applications.

Uses UNIX editors to create and modify shell scripts, application configuration files, and other system files.

Participates in monitoring and operating of the server and open systems consoles to ensure that multi-processing is completed properly.

Conducts server tests and records response time of the server to identify any server, system, or device malfunction.

Identifies and resolves basic hardware and software malfunctions and other systems errors.

Documents, reports, and redirects complex hardware and software malfunctions and other systems errors to management or the appropriate personnel and creating service tickets as needed.

Maintains logs of machine usages and hardware malfunctions.

Monitors operating equipment such as school site video surveillance and determines course of action to be taken when an issue is identified.

Monitors the District's Data Center, Disaster Recovery Data Center, Out-of-State Data Center, and Enterprise Server for any issues that may arise.

Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

A Data Center Technician maintains production schedules for all applications and is responsible for monitoring and detecting issues in the District's network and systems components of all the data centers.

The Network Operations Manager is responsible for managing the day-to-day activities of the Network Operations Center.

An IT Field Services Technician I installs, configures, and analyzes problems of desktop and laptop computers and software, and performs maintenance, service and repairs desktop and laptop computers and related peripherals.

SUPERVISION

General direction is received from the Supervising Data Center Technician. No supervision is exercised.

CLASS QUALIFICATIONS

Knowledge of:

Uses, capabilities, characteristics, operation, and care of a server and open system consoles and computer peripheral equipment
Fundamentals of data processing and programming
Word processing, spreadsheets, e-mail systems, and scheduling software
Standard network and systems monitoring procedures
Nagios, Cricket, Aruba, BMC, and Watch List
Tivoli Storage Manager (TSM), Tivoli Workload Scheduler (TWS), and Tivoli Identification Manager (TIM)
Primary fault management automation
TCP/IP networking, routing, and routed network fundamentals
Computer systems architecture
Windows system administration
UNIX structure, administration, and editing functions
Facilities, concepts, and uses of computer operating systems
Computer programming concepts
Data entry procedures and scheduling techniques
Records and forms design techniques

Ability to:

Read and write job control language statements and Unix shell scripts
Conduct research and organize written technical material and data into approved formats
Interpret and analyze technical material and report and express technical concepts clearly and accurately
Work effectively with others
Write clear, concise reports, and other materials
Describe network problems in understandable terms
Monitor and detect errors in network activities and selected network systems components
Assist in configuration of network monitoring tools
Communicate effectively both orally and in writing
Manage multiple concurrent tasks
Diagnose and understand reasons for system failures

Special Physical Requirements:

Ability to stand, walk, bend, crawl, reach overhead, crouch, kneel, balance, push, and pull
Ability to work in a noisy, 68 degree climate controlled indoor environment
Safely lift and carry objects weighing up to fifty pounds
Safely maneuver flat carts, dollies, pallets, and other hand carts loaded with equipment, paper, and other supplies

ENTRANCE QUALIFICATIONS

Education:

Graduation from high school or evidence of equivalent educational proficiency, preferably supplemented by college level courses in computer science or a related field.

Experience:

Six months of experience in monitoring and first-level troubleshooting of servers, network hardware, and storage and backup devices. Experience with open system schedulers such as Tivoli Workload Scheduler or Control M is highly preferable.

Special:

A valid A+ certification or Network+ certification is preferable.

This class description is not a complete statement of essential functions, responsibilities, or requirements. Entrance requirements are representative of the minimum level of knowledge, skill, and /or abilities. To the extent permitted by law, management retains the discretion to add or change typical duties of a position at any time, as long as such addition or change is reasonably related to existing duties.

Revised
10-24-16
SJ

District Notification: 9-16-16
Union Notification: 9-19-16