

SUPERVISING DATA CENTER TECHNICIAN

DEFINITION

Supervises Data Center Technicians in the daily operations and monitoring of open systems, servers, mainframe systems, wireless networks, routers, switches, and payroll processing.

TYPICAL DUTIES

Supervises and coordinates the flow of computer input in order to ensure economical and efficient use of computers and related equipment.

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.

Gathers information, analyzes, and initially tries to correct problem with the Airwave wireless devices for CCTP or works with vendor to correct the problem.

Monitors and analyzes problems that may arise in the District's Data Center, Disaster Recovery Data Center, and Out-of-State Data Center.

Coordinates activities and is responsible for meeting production-schedule commitments.

Analyzes operations requirements of computer software and schedules, and coordinates progress to ensure that critical deadlines are met.

Coordinates the solution of program-oriented computer problems with applications and software programming personnel.

Participates in the selection, training, and performance evaluation of data center personnel.

Assists in diagnosing operational problems and advises on corrective actions.

Supervises the maintenance of records of machine usage and equipment, program, and software systems malfunctions.

Coordinates with other sections in balancing and maintaining schedules.

Logs and tracks incident requests for service changes to assets and inventory for the Data Center and node sites.

Establishes and revises maintenance-inspection schedules, contacts maintenance service personnel regarding machine operation problems.

Prepares and supervises the preparation of detailed procedures for computer operations and keeps procedures manuals current.

Analyzes current and proposed computer operations for feasibility and efficiency and makes changes or recommendations.

Reschedules shift operations to maximize work load efficiency.

Monitors and reports on school issues with routers, switches, servers, and T-1 lines.

Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

A Supervising Data Center Technician 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.

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

A Data Center Technician is responsible for monitoring the District's network and systems components.

SUPERVISION

General supervision is received from the Deputy Director of Data Center Operations. Immediate supervision is exercised over Data Center Technicians and lower-level data center personnel.

CLASS QUALIFICATIONS

Knowledge of:

- Mainframe/open systems and related peripheral hardware and the operating systems software
- Proficiency in word processing, spreadsheets, e-mail systems, and scheduling software
- Proficiency in ITIL Best Practices of Information Technology
- Uses of computer operating systems
- Principles and practices of data-processing procedures, controls, workflow, and operating techniques
- Supervisory practices and techniques
- Microsoft Office Applications
- Primary fault management automation
- TCP/IP networking, routing, and routed network fundamentals
- Nagios, Cricket, Aruba, BMC, and Watch List, Tivoli Storage Manager (TSM), Tivoli Workload Scheduler (TWS), and Tivoli Identification Manager (TIM)
- Standard network and systems monitoring procedures
- Computer systems architecture
- Windows system administration
- UNIX structure, administration, and editing functions
- Facilities, concepts, and uses of computer operating systems
- Computer programming concepts
- Records and forms design techniques

Ability to:

- Analyze multiple job requirements and equipment capabilities and schedule jobs for optimum efficiency in a multi-programming environment
- Communicate effectively, orally, and in writing
- Supervise, train, and evaluate the performance of equipment operators
- Respond to emergencies caused by hardware malfunctions, software and applications program problems or employee absences
- Operate a variety of computers and peripheral devices
- 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 reports 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 network activities and selected network systems components
- Assist in configuration of network monitoring tools
- Manage multiple concurrent tasks

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. Thirty semester units or equivalent quarter units of college-level computer-related courses is required. One year experience beyond that required may be substituted for the required college level education if proof of graduation from high school or evidence of equivalent educational proficiency is provided.

Experience:

Three years of experience in the operation of mainframe/server and open systems consoles and computer peripheral equipment and including one year of experience in the operation of a medium scale or larger computer using a multiprogramming operating system. The aforementioned experience must include six months of experience with the District's network monitoring tools.

Special:

A+ certification or Network+ certification
A valid California Driver License

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
4-17-17
SJ