THE UNIVERSITY OF WYOMING
JOB DESCRIPTION

This is a description of a staff position at the University of Wyoming not a job opening announcement. Look for current job openings at the following link: UW Human Resources.

The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

Title: DATA CENTER SPECIALIST, III

Reports To: Designated Supervisor

UW Job Code: 5276

UW Job Family: 51 - Technicians

SOC Code: 15-1299

FLSA: Non-exempt

Pay Grade: 22

Date: 5-1-09 (revised 2-16-11)

JOB PURPOSE:

Provide expert-level technical oversight of the data center infrastructure; perform day-to-day activities to operate the Data Center per policies and procedures; participate in an on-call rotation for after-hours response to Data Center problems or issues; and provide customer services to Information Technology staff and/or contractors; provide functional supervision over Data Center Specialists.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Administratively supervise the work of assigned support staff including Data Center Specialists and Data Center Specialists, Senior, or other part-time and student workers.
- Responsible for proper training of Data Center Specialists, Data Center Specialists, Senior, or other employees, as assigned.
- Oversee the scheduling of work assignments, providing advanced equipment and system inspections.
- Inspect proper monitoring, logging, and reporting on the Data Center functions for employees using local and remote monitoring systems, direct observation, and as reported by others.
- Oversee appropriate responses and checks for correction of issues related to the operation of the Data Center, such as the monitoring alarms, staff/client reports, or direct observation.
- Maintain the Data Center infrastructure either directly or by coordinating maintenance activities of University maintenance staff and/or contractors.
- Provide customer service support to Information Technology staff and co-location clients.
- Work on individual or group projects related to the operation and maintenance of the Data Center under the direction of the Manager, Data Center.

SUPPLEMENTAL FUNCTIONS:

- Provide Data Center cleaning, material moving/stocking, and other light physical duties, as assigned.
- Stay current with Data Center training on processes and procedures, as they are created or revised and as directed by the Manager, Data Centers.

COMPETENCIES:

- Developing Organizational Talent
- Quantity of Work
- Service Orientation
- Teamwork (Cooperation)
- Quality Orientation
- Analysis/Problem Identification

MINIMUM QUALIFICATIONS:

Education: **Associate's degree**

Experience: **2 years work-related experience**

Required licensure, certification, registration or other requirements: **None**

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Applicable University, federal, state, city or building code regulations and rules.
- Safety protocols and regulations.
- Computer equipment, peripherals, network equipment and software used in area.
- Monitoring systems and appropriate logging/reporting of events or issues.
- Data Center processes including assigned job tasks concerning the Data Center functions and monitoring alarm systems.
- Control systems for air-conditioning systems, power and mechanical building systems.
- Data Center equipment/systems troubleshooting methods and techniques.
- On-call rotational procedures and protocol methods.
- Building automation systems methods.
- Power outage response procedures and protocol methods.
- Visual inspection procedures of various equipment or systems.
- Communication methods and techniques.
- Equipment and building systems.
- Administrative supervision methods and techniques.
- Training methods and techniques.

Skills and Abilities to:

- Read and comprehend technical information relating to the Data Center infrastructure, hardware, software, peripherals and telecommunication devices.
- Use computer tools such as Word and Visio to create and maintain accurate written and graphical technical documentation including Policies, Procedures, methods, training documentation and technical descriptions.
- Oversee the proper use of the monitoring systems to identify problems or issues with the Data Center infrastructure.
- Perform root cause analysis and follow-up to ensure the issue is addressed at the root level.
- Assist with the design of data center tools/systems to address issues and/or improve data center operations.
- Effectively represent Data Center Operations interests in meetings with IT Division staff, other University departments, and outside vendors/partners.
- Provide administrative supervision over Data Center Specialists, Data Center Specialists, Senior level and assigned part-time or student workers.
- Inspect equipment visually and listen for mechanical problems; report findings as directed.
- Provide customer services to Information Technology staff and/or contractors.
- Oversee proper notification of maintenance staff either through the University and/or through contractors; provide follow-up functions and inspections as needed.
- Responsible for overseeing the provision of appropriate training on new or revised policies, processes and procedures for the Data Center.
- Provide Manager, Data Center backup functions, as directed.
- Work as a team member in a cooperative work environment.

WORKING CONDITIONS:

Data Center operations area with monitoring and equipment alarm systems. Regularly exposed to video terminal displays and hazards associated with maintaining equipment systems such as air-conditioning, mechanical systems and other infrastructure building automation systems and controls; hazards associated with operating hand and power tools and working in cramped spaces. Regularly lifting up to 50 pounds and rarely lifting over 100 pounds.

DISTINGUISHING FEATURES:

Data Center Specialist I: Performs basic data center functions - monitors, logs, and reports on Data Center operations; responds to and corrects issues, as directed.

Data Center Specialist II: Performs basic and intermediate data center functions and oversees/coordinates the work of the Data Center Specialist as well as the work performed on maintenance or repair issues by Physical Plant staff or outside vendors.

Data Center Specialist III: Works under limited supervision to perform basic, intermediate and advanced data center functions. Performs advanced, expert-level troubleshooting and resolution of Data Center infrastructure problems. May administratively supervise assigned support staff, overseeing/inspecting their work as well as the work performed on maintenance or repair issues by Physical Plant staff or outside vendors.

All three levels provide on-call rotational Data Center coverage and may work on projects as assigned.

Authorized by Classification/Compensation, Human Resources

Employees may be requested to perform job-related tasks other than those specifically presented in this description. Participating in the University's hazardous waste minimization program is part of the job of each employee who uses (or may come in contact with) hazardous materials. Fair Labor Standards Act (exempt/non-exempt) is designated by position. University of Wyoming actively supports Americans with Disabilities Act and will consider reasonable accommodations.