

## Sam Houston State University Human Resources

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### Staff Classification Description – Data Center Operations Specialist I

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**Skill Category:** Technical/Para-Professional

**Position (Employee) Class:** 4N350 (N1)

**Grade:** 13

**Date:** 10/2014

**Department:** Information Technology Services – Infrastructure and Support Services

**Educational & Experience Requirement:** High school diploma or GED equivalent and two years relevant technical experience. A combination of education, experience, and training that would produce the required knowledge and abilities could be considered.

**Nature & Purpose of Position:** Provides monitoring and support for the university data center and equipment.

**Supervision Given & Received:** Works under general supervision and may supervise student employees.

**Primary Responsibilities:** Supervises the data center and the equipment therein on a 24/7/365 basis, and function as point of contact for on-call personnel. Installs new and maintains existing equipment including but not limited to racking equipment, cable management, and repair. Assists in monitoring and maintaining all data center facilities including but not limited to CRACs, switches, UPSs, generator, and chillers. Ensures back-up media availability and secure transport. Provides after-hours phone support for university users. Maintains records of equipment. Plans for and responds to service outages and other issues. Perform other related duties as assigned.

**Other Specifications:** Knowledge of troubleshooting server hardware, network, cooling, and power. Familiar with technologies such as FM200, CRAC, UPS, ATS, diesel generator, condensing and chilled water A/C, robotic tape library, RAID, Fiber Channel SAN, direct-attached storage, and magnetic tape media. Requires a demonstrated ability to establish congenial work relationships and to communicate effectively. This is a security sensitive position and requires a DPS fingerprint background check and will need to adhere to the Texas CJIS Systems Access Policy. During emergencies, operational failures, and peak use periods, employee may be called in when off shift to work an extended shift. Special procedures sometimes require extended hours. Some travel is required.

**This is a classification description with the complete list of job duties being maintained at the departmental level. Other job duties necessary for the effective operation of the University are expected to be performed. Any qualifications to be considered as equivalents in lieu of stated minimums require the prior approval of Human Resources.**

**Sam Houston State University is an at will employer and drug free/smoke free workplace. This position is security-sensitive and thereby subject to the provisions of the Texas Education Code §51.215, which authorizes the employer to obtain criminal history record information. The pay grade range is inclusive of social security benefit replacement pay.**

**Sam Houston State University is Committed to Equal Opportunity in Employment and Education.**