Staff Classification Description – Data Center Operations Specialist II

Skill Category: Technician/Para-Professional  
Position (Employee) Class: 4N351 (N1)  
Grade: 15  
Date: 05/2017

Department: Information Technology Services – Infrastructure and Support Services

Educational & Experience Requirement: Associate or Vocational Degree in related field, sixty hours towards a bachelor’s degree with a major in computer science or related field from an accredited institution. Two years of experience in a related field. Server or computer hardware certification such as Dell TechDirect certifications for servers and/or storage desirable. A combination of education, experience, and training that would produce the required knowledge and abilities could be considered.

Nature & Purpose of Position: Manages Sam Houston State University’s Data Center physical infrastructure to include facility power, cooling, and space management.

Supervision Given & Received: Works under minimum supervision and provides mentoring to coworker’s.

Primary Responsibilities: Monitors and responds to Data Center alerts according to written procedures on a 24/7/365 basis. Communicates effectively and timely with team members, supervisors, and clients. Provides central point of communication for Data Center related activities. Ensures normal operations of Data Center heating, ventilating, and air conditioning (HVAC) and electrical systems. Performs Data Center physical access control including escorting personnel and conducting tours. Monitors system backups and ensure safe transportation and storage of physical backup media. Installs new and maintains existing Information Technology (IT) assets. Maintains records of all Data Center operating values and IT assets. Creates and maintains procedure documentation. Administers IT management systems such as Zenoss, DOME, and Data Center Expert. Assists supervisor on Data Center projects. Performs other related duties as assigned.

Other Specifications: Must be able to apply policies and procedures and solve routine problems of a repetitive nature. In-depth knowledge of a computer’s internal components. Familiar with storage systems and related technologies such as redundant array of independent disks (RAID). In-depth knowledge of operating systems (Windows or Linux) and utilities (such as PING, TRACERT, IPCONFIG, NSLOOKUP). Must be able to use standard office software such as Microsoft Office, internet browsers, and email clients. Understanding of Data Center HVAC including computer room air conditioners (CRACs) and Chilled-fluid systems. Familiar with multi-phase electrical systems including uninterrupted power supplies (UPS), automatic transfer switches (ATS), and generators. 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. Equipment maintenance while exposed to elements, heights (on roof of 4-story building), infrequent or minimal exposure to hazardous materials, lifting heavy equipment, and occasional small scrapes or cuts due to metal edges on equipment.

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.