

Sam Houston State University Human Resources

Staff Classification Description – Data Center Operations Supervisor

Skill Category: Professional

Position (Employee) Class: 3N466 (E1)

Grade: 17

Date: 10/2014

Department: Office of Information Technology Services

Education & Experience Requirements: Bachelor's degree with a major in computer science, industrial technology, management information systems, or related field from an accredited institution and two (2) years relevant experience. A combination of education, experience, and training that would produce the required knowledge and abilities could be considered.

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

Supervision Given & Received: Works under general direction and supervises full-time and student employees.

Primary Responsibilities: Supervises and manages the data center and equipment on a 24/7 basis and function as point of contact for on-call personnel. Develops procedures, plans and oversees the installation of new equipment and on-going maintenance of existing equipment. Monitors and maintains all data center facilities including Computer Room Air Conditioner (CRAC), switches, Uninterrupted Power Supply (UPS), generator, and chillers. Performs data center infrastructure task. Ensures internal control procedures are created and followed to ensure fiscal, licensing, confidentiality, and security accountability. Troubleshoots data center hardware problems. Maintains records of equipment and services. Ensures appropriate levels of consumable items are available and budgeted. Recruits, hires, trains, supervises, schedules, and designs work responsibilities for operations staff. Plans for and responds to service outages and other issues. Perform budget and capital planning. Performs other related duties as assigned.

Other Specifications: Position requires incumbent to be on call 24/7 and on duty as needed to maintain systems during emergencies and peak use periods. Special procedures sometime require extended hours. Some travel is required. Must have intimate knowledge of troubleshooting server hardware, network, cooling, and power. Must be very familiar with technologies such as FM200 – Fire Suppression Agent, CRAC, UPS, Automatic Transfer Switches (ATS), diesel generator, condensing and chilled water A/C, robotic tape library, Redundant Array of Independent Disks (RAID), Fibre Channel Storage Area Network, direct-attached storage, and magnetic tape media. Requires a demonstrated ability to establish congenial work relationships and communicate effectively. During extreme emergencies or when needed to fill a shift, employee may be called in when off shift or asked to work an extended shift. 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.