

SAN DIEGO COUNTY OFFICE OF EDUCATION
Personnel Commission

CLASS TITLE: DATA CENTER OPERATIONS SUPERVISOR, Grade 59

DEFINITION:

The Data Center Operations Supervisor is responsible for planning, organizing, and supervising activities related to the implementation, maintenance, repairing and monitoring of enterprise server hardware, software and Data Center equipment that support critical systems across SDCOE. Documenting procedures, adhering to change management practices, and leading the work of and training assigned staff.

REPRESENTATIVE DUTIES:

This position description is intended to describe the general nature and level of work being performed by the employee assigned to the position. This description is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities, and working conditions associated with the position. Incumbents may be required to perform any combination of these duties. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

ESSENTIAL FUNCTIONS:

Supervises assigned personnel for the purpose of maintaining and enhancing the productivity of personnel and ensuring department/program outcomes are achieved.

Collaborate with a variety of internal and external parties (e.g. users, vendors, staff, district clients) for the purpose of implementing and modifying exiting data processing systems, applications settings and procedures.

Ensure proper maintenance and repair of equipment and hardware by working with field engineers. and performing customer appropriate preventive maintenance.

Respond to inquiries from a wide variety of internal and external sources for the purpose of providing technical support and expertise in answering questions and resolving issues related to the day to day functioning of the Data Center.

Provide support and assistance to ITS support staff during software upgrades

Monitor and control the operation of the SDCOE enterprise server environment to assure the proper operation and high availability of the system.

Process payroll, student information system, retirement, financial accounting and related systems applications in a batch and/or online environment.

Evaluate and recommend new Data Center technologies (e.g. server hardware, monitoring software, storage solutions, backup software and hardware) for the purpose of maintaining a modern Data Center.

Train assigned personnel in the proper, efficient use, and administration of Data Center related software and hardware.

Monitor, analyze output and perform customer appropriate maintenance on all peripheral equipment located in the Data Center.

Participate in meetings, workshops, and seminars for the purpose of providing and conveying information identifying appropriate actions and developing recommendations.

Develop, and maintain the operational procedures, change management procedures, and documentation of Data Center related systems and functional operations.

Resolves issues and restores service following system failures and outages as they relate to all enterprise server applications.

Assist Data Center staff in managing back-up infrastructure for the purpose of providing data recovery within the mandated retention period.

Participate in the development, maintenance and operation of the Disaster recovery plan for the enterprise server systems in the Data Center.

Adhere to the establish security procedures for the purposes of protecting the hardware and data of SDCOE.

NON-ESSENTIAL FUNCTIONS:

Perform related duties as assigned.

CREDENTIALS, CERTIFICATES, LICENSES OR OTHER REQUIREMENTS:

None.

EDUCATION AND EXPERIENCE:

A combination of education and experience equivalent to: two years of college level coursework in computer science, information systems, data management, or related field and a minimum of two (2) years of progressively responsible experience in computer operations in a large data center environment. Experience must include overseeing workflow operations for a designated shift, and working with networks, databases and enterprise business systems.

KNOWLEDGE, SKILLS, and ABILITIES:

KNOWLEDGE OF:

Concepts and system management principles of computer operations, subsystems, networks, hardware and operating systems (i.e. mainframe, server, and multi-user); concepts of data disaster recovery and data capacity planning; system integration and automation technique and tools; server virtualization technology; networking principles; and application installation and administration.

SKILL TO:

plan and manage projects; monitor workflow, implement utility programs; supervise staff; use pertinent software applications; and analyze data to identify problems and recommend solutions or process improvements.

ABILITY TO:

Coordinate and monitor unit workflow; lead and prioritize the work of others; maintain and update data center operation procedures; identify and resolve complex programming and data center operation problems; communicate effectively orally and in writing; work effectively under strict deadlines; and establish and maintain effective working relationships with others.

WORKING CONDITIONS & PHYSICAL ABILITIES:

Office setting. Must be able to hear and speak to exchange information; see to perform assigned duties; sit and/or stand for extended periods of time; possess dexterity of hands and fingers to operate a computer and other office equipment; kneel, bend at the waist, and reach overhead, above the shoulders and horizontally, to retrieve and store files and supplies; lift light objects. This position may occasionally be asked to work some flexible hours as needed to attend meetings and trainings.

Established	Revised	Approved by Personnel Commission	FLSA Status	Salary Range
03/2003	02/11; 07/16; 03/18	March 4, 2003	Non-Exempt	Classified Support Grade 59