

UNIVERSITY OF SOUTHERN CALIFORNIA

Storage Administrator (ITS)

Job Code: 166921

OT Eligible: No

Comp Approval: 8/27/2019

JOB SUMMARY:

Supports the configuration and day-to-day operations of university storage platforms. Collaborates with a broad range of customers, partners, and key stakeholders in administrative and academic units. Provide best-in-class storage services involving provisioning, monitoring, capacity planning and upgrading the storage environment. Oversees day-to-day operations for stability, system outage remediation, and ensuring compliance with data security and university policies. Demonstrates ITS values in action.

JOB ACCOUNTABILITIES:

***E/M/NA % TIME**

- | | | |
|-------|-------|--|
| _____ | _____ | Collaborates with customers, co-workers, and stakeholders across the ITS organization, including partners, to deliver storage services. Provides troubleshooting support for issues escalated by the customer experience team. |
| _____ | _____ | Leverages the latest industry knowledge and best practices to facilitate innovation, continuous improvement, and effective troubleshooting and problem-solving. Proactively experiments with and analyzes new approaches and complex, diverse, and/or conflicting datasets to identify root causes. Develops and maintains knowledge base articles, tutorials, and training resources. |
| _____ | _____ | Oversees day-to-day operations for stability, system outage remediation, and ensuring compliance with data security and university policies. Participates in the planning and implementation of storage updates, maintenance, and configuration. Identifies and recommends strategies for improving existing prevention, evaluation, and resolution procedures. |
| _____ | _____ | Implements effective solutions for storage services and supporting the Platform Services team's vision. Maintains currency with supported applications and architectures, all updates, and relevant existing, developing, and disruptive technologies. Develops and maintains knowledge base articles, tutorials, and training resources. |
| _____ | _____ | Aids the cultivation of an inclusive environment and a culture of trust and transparency. Builds and maintains collaborative relationships with diverse groups of team members, peers, and leaders, sharing data broadly, openly, and deliberately. Actively embodies ITS values and behaviors (e.g., accountability, ethics, best-in-class customer service). |
| | | Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time. |

***Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.**

EMERGENCY RESPONSE/RECOVERY:

Essential: No

Yes In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

JOB QUALIFICATIONS:

Minimum Education:

Bachelor's degree
Combined experience/education as substitute for minimum education

Minimum Experience:

2 years

Minimum Field of Expertise:

Hands-on experience in Windows and Linus operating systems. Knowledge of and support experience in SAN, NAS, DASD, fiber channel and cloud storage environments. Experience troubleshooting across the entire storage server path, from the host to the SAN/NAS storage devices, and across complex network topologies. Experience planning future storage needs across a business application community in a collaborative way, and provisioning, migrating, and utilizing cloud storage. Experience publishing performance reports and recommending enhancements or modifications to the environment to meet future storage needs. Ability to interpret, analyze, and apply pertinent service level agreements, policies, procedures, regulations, and other requirements, and turn them into actionable outcomes. Excellent organizational skills, able to set priorities and manage multiple projects. Exemplary communication skills, able to develop positive working relationships and strong rapport with team members, and interact with a diverse community of colleagues and stakeholders.

Preferred Education:

Bachelor's degree

Preferred Experience:

4 years

Preferred Field of Expertise:

Bachelor's degree in computer science, computer information systems, information technology, or relevant field. Experience in IT, higher education, or related fields.

SIGNATURES:

Employee: _____ Date: _____

Supervisor: _____ Date: _____

The above 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.

The University of Southern California is an Equal Opportunity Employer