

UNIVERSITY OF SOUTHERN CALIFORNIA

Senior Data Center Analyst (ITS)

Job Code: 167769

OT Eligible: Yes

Comp Approval: 2/14/2020

JOB SUMMARY:

Leads the planning, design, and conception of data center projects, and manages and supports data center infrastructure management solutions (DCIM). Oversees the development of business continuity and disaster recovery (BC/DR) strategies, and leads collaborative engagement efforts with a broad range of business partners and stakeholders. Provides day-to-day support for data center operations, delivering reliable, consistent service to a broad range of customers, partners, and key stakeholders from academic and administrative units. Collects and documents requirements, and assembles network and computer hardware. Supports the planning, implementation, security, maintenance, and repair of Data Center equipment. Demonstrates ITS values in action.

JOB ACCOUNTABILITIES:

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

- | | | |
|-------|-------|---|
| _____ | _____ | Leads the planning, design, and conception of data center projects, and manages and supports data center infrastructure management solutions (DCIM). Manages data and security configurations, monitors computing performance, and maintains system firmware and software. Oversees the development of business continuity and disaster recovery (BC/DR) strategies, and the creation, accuracy, and maintenance of diagrams, schematics, and documentation of resources (e.g., serial numbers, locations.) Aids in the collection and documentation of data requirements, provides expertise to relevant stakeholders, and ensures equipment, power, space, and bandwidth meet their needs. |
| _____ | _____ | Assembles computer hardware, ensures compliance with policies and procedures, and provides frontline troubleshooting when disruptions occur. Maintains reliable and secure computing environments, and closely monitors temperature control and power systems. Audits and maintains equipment, and prepares performance reports as required. Stays current with emerging server and network technologies and leading-edge practices, and makes recommendations for adoption where relevant. |
| _____ | _____ | Supports staff development and leads collaborative, productive, and comprehensive engagement efforts with students, faculty, staff, and other partners and stakeholders to solve issues. Utilizes leading practices to effectively anticipate, prioritize, analyze, and articulate problems, evaluate and document problem alternatives, manage constraints, and suggest interim and long-term solutions. |
| _____ | _____ | Develops skills, knowledge and abilities, implementing effective solutions for ITS and to support the data center operations and disaster recovery teams' visions and decision-making. Aids the cultivation of an inclusive, transparent culture and environment, sharing information broadly, and deliberately, and actively embodies ITS values and behaviors (e.g., accountability, ethics, best-in-class customer service). Builds and maintains strong, collaborative relationships with diverse groups of peers, customers, and leaders to understand current and future business needs, and to ensure consistent, reliable service is delivered to a range of university stakeholders. |

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:

5 years

Minimum Field of Expertise:

Five years of DCIM and general networking experience. Proven experience in technical writing (e.g., schematics, design). Experience with on-premise hosting and colocation, and knowledge of safety policies, practices, and procedures pertaining to data center operations. Experience and understanding of physical infrastructure associated with temperature control and power systems, namely UPS and HVAC systems, and with network, data center, email, and/or other enterprise-wide technical consolidations. Demonstrated business acumen and ability to partner with senior leadership, and experience with problem research and resolution, in relation to complex technical issues and remote troubleshooting. Proven ability to facilitate collaborations across a broad audience of stakeholders and drive consensus in alignment with university policies, processes, and procedures. Proven time management and prioritization skills for efficient, logical decision-making in rapidly changing environments. Excellent written and oral communication skills, with experience presenting technical topics in a business-oriented fashion to non-technical audiences. Ability to develop positive working relationships and strong rapport with team members.

Preferred Education:

Master's degree

Preferred Experience:

7 years

Preferred Field of Expertise:

Bachelor's degree in computer science, computer information systems, information technology, or relevant field. Experience in IT and data centers.

Supervises: Level:

Leads one or more employees performing similar work.

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