THE UNIVERSITY OF WYOMING
JOB DESCRIPTION

This is a description of a staff position at the University of Wyoming not a job opening announcement. Look for current job openings at the following link: UW Human Resources.

The following 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.

Title: ASSISTANT MANAGER, DATA CENTERS

Reports To: Designated Supervisor

UW Job Code: 3549

UW Job Family: 38 – Computer Professional

SOC Code: 15-1242

FLSA: Exempt

Pay Grade: 25

Date: 5-25-11

JOB PURPOSE:

Provide day-to-day operational supervision to Data Center(s); provide second-tier after-hours support for IT/WTBC data Centers; technical and operational Lead for the WTBC Data Center and second in charge overall for Data Centers. Act as and for the Manager, Data Centers, in his/her absence.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Under the direction of the Manager, Data Centers, lead the daily operation and after-hours support of the Data Centers. Ensure that Data Centers operate in accordance with established policies and procedures.
- Responsible for proper training of Data Center Specialists or other employees, as assigned.
- Share on-call responsibility and respond in most cases even when not specifically on-call.
- Perform expert-level troubleshooting and resolution of Data Center infrastructure problems including root cause analysis and recommend improvements to minimize impact of future occurrences. Implement improvements.
- Plan, coordinate, and manage installation and maintenance activities on Data Center infrastructure. Participate in a comprehensive inspection, maintenance and update process, including quality assurance, logging all inspection maintenance and update activities.
- Provide hands-on training and simulations to Data Center Specialists to optimize safe Data Center operations and problem response. Exemplify a high standard of adherence to group policies, procedures and goals.
- Lead a program of continuous process and infrastructure improvement.

SUPPLEMENTAL FUNCTIONS:

- Provide Data Center cleaning, material moving/stocking, and other light physical duties, as assigned.

- Stay current with Data Center training on processes and procedures, as they are created or revised and as directed by the Manager, Data Centers.

COMPETENCIES:
- Initiative
- Developing Organizational Talent
- Individual Leadership
- Work Standards
- Consistency
- Technical/Professional Knowledge
- Independence
- Strategic Planning

MINIMUM QUALIFICATIONS:

Education: **Bachelor's degree**

Experience: **2 years work-related experience**

Required licensure, certification, registration or other requirements: **None**

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Applicable University, federal, state, city or building code regulations and rules.
- Safety protocols and regulations.
- Administrative supervision methods and techniques.
- Advanced knowledge of computer equipment, peripherals, network equipment and software used in area.
- Applicable computer software/hardware/specialized equipment used in Data Centers.
- Advanced knowledge of monitoring systems and appropriate logging/reporting of events or issues.
- Data Center processes including assigned job tasks concerning the Data Center functions and monitoring alarm systems.
- Advanced knowledge of control systems for air-conditioning systems, power and mechanical building systems.
- Advanced knowledge of Data Center equipment/systems troubleshooting methods and techniques.
- On-call rotational procedures and protocol methods.

Skills and Abilities to:

- Read and comprehend technical information relating to the Data Center infrastructure, hardware, software, peripherals and telecommunication devices.
- Manage, operate, maintain and improve Data Center operations.

- Use computer tools such as Word and Visio to create and maintain accurate written and graphical technical documentation including Policies, Procedures, methods, training documentation and technical descriptions.
- Oversee the proper use of the monitoring systems to identify problems or issues with the Data Center infrastructure.
- Perform root cause analysis and follow-up to ensure the issue is addressed at the root level. Develop get-well plans as appropriate.
- Assist with the design of data center tools/systems to address issues and/or improve data center operations.
- Interpret trending data from monitoring tools to quantify Data Center efficiency, identify potential problems, and make recommendations for changes/enhancements in the Data Center to increase efficiency and reliability.
- Accurately log and report issues and problems following standard procedures.
- Effectively communicate, orally and in writing.
- Represent Data Center Operations interests in meetings with IT Division staff, other University departments, and outside vendors/partners.

WORKING CONDITIONS:

Data Center operations area with monitoring and equipment alarm systems. Regularly exposed to video terminal displays and hazards associated with maintaining equipment systems such as air-conditioning, mechanical systems and other infrastructure building automation systems and controls; hazards associated with operating hand and power tools and working in cramped spaces. Regularly lift up to 50 pounds and rarely lift over 100 pounds.

Authorized by Classification/Compensation, Human Resources

Employees may be requested to perform job-related tasks other than those specifically presented in this description. Participating in the University's hazardous waste minimization program is part of the job of each employee who uses (or may come in contact with) hazardous materials. Fair Labor Standards Act (exempt/non-exempt) is designated by position. University of Wyoming actively supports Americans with Disabilities Act and will consider reasonable accommodations.