Director, Data Center Operations and Disaster Recovery (ITS)
Job Description

JOB INFORMATION

Job Code:	166201
Job Title:	Director, Data Center Operations and Disaster Recovery (ITS)
FLSA Status:	Exempt
Supervisory:	May oversee staff, students, volunteers, agencies and/or resource employees.; Supervises employees and/or student workers.
Job Family:	Network Operations
Job Family Group:	Information Technology
Management Level:	4 Administrator

JOB SUMMARY

Drives solutions and support for Information Technology Services (ITS) hosting facilities and data centers. Oversees day-to-day data center operations and job scheduling, and directs and monitors data center facilities to ensure efficient, reliable, and secure services are delivered to campus customers. As part of the leadership team, models and cultivates ITS culture, values, and behaviors.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study	
X		Bachelor's degree	Engineering	Or
X		Bachelor's degree	Computer Science	Or
X		Bachelor's degree	Computer Information Systems	Or
X		Bachelor's degree	in related field(s)	
	X	Master's degree	Business Administration	Or
	X	Master's degree	Engineering	Or
	X	Master's degree	Computer Science	Or
	X	Master's degree	Computer Information Systems	Or
	X	Master's degree	in related field(s)	

Additional Education

Check here if experience may substitute for some of the above education.

X	Combined experience/education as substitute for minimum education

Work Experience

Req	Pref	Work Experience	Experience Level	
X		8 years	of experience in information technology.	
X		3 years	of experience in a management role.	
X		3 years	of experience in business continuity and/or disaster recovery (BC/DR).	
X		5 years	of experience managing data center operations.	
	X	10 years	of experience in information technology, business continuity, data center operations, or disaster recovery.	

Work Experience

Req	Pref	Work Experience	Experience Level	
	X	5 years	of experience managing data center operations, or another management or leadership role.	

Additional Work Experience

Check here if education may substitute for some of the above work experience.

	Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Experience developing BC/DR test plans and scrips, strong understanding of BC/DR tools, standards, and leading practices, and solid knowledge of BC/DR and data retention methodologies and frameworks.
X		Extensive experience conducting equipment firmware and operating system upgrades, patching network devices, and managing preventative and communication room maintenance on the data center.
X		Experience managing a network operations center (NOC), and with level-one troubleshooting for a range of areas including Windows Server, LAN/WAN Networking, Unix/SAN, security, wireless, and VoIP.
X		Experience and understanding of UPS systems, HVAC systems, and other physical infrastructures associated with temperature control and power systems.
X		Ability to analyze, understand, formulate, and explain the value proposition of security and BC/DR planning initiatives, with strong project management and vendor relationship skills.
X		Solid business acumen with ability to partner with senior leadership Ability to build, develop, and manage a high-performing team, and interact, collaborate, and communicate with ITS infrastructure, application, and security teams.
X		Experience with network, data center, email, or other enterprise-wide technical consolidations.
	X	Exemplary communication and interpersonal skills, with the ability to present the business side of technical topics to nontechnical audiences, and persuasively and effectively interact with relationships with various stakeholders and diverse individuals and groups.

Certifications

Req	Pref	Select Certifications	Enter Additional Certifications
	X		Certified Business Continuity Professional (CBCP)

Other Job Factors

- Must be willing to obtain a Certified Business Continuity Professional (CBCP) certification within the first year of work, if requested.
- May require travel and working evenings, weekends, and/or holidays, based on business necessity.

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Sets technology strategy for data center infrastructure, facilities management, security, power, and cooling. Provides strategic direction and leadership for data center operations. Engages with ITS leaders, customers, and partners to inform and ensure infrastructure and application monitoring, reporting, and change activity is consistent with industry and ITSM best practices. Contributes to the development and publication of data-rich infrastructure reporting for informed decisions and resource management for various stakeholders. Maintains the disaster recovery program, scope, and strategic objectives, aligning services and programs to the overarching ITS strategy. Defines processes for day-to-day data center operations (e.g., updates, continuity testing).				
Provides vision and high-level direction for operations within the larger context of the ITS and USC environments. Develops business cases and roadmaps that support ITS strategies. Works with other ITS leaders, customers, partners and stakeholders				

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
to develop and manage a holistic strategy for delivering service quality and continuous service improvement.				
Manages the implications of security and compliance guidelines by embedding university policies and procedures into work plans and workflows. Establishes governance for data center operations through the implementation of standards, procedures, and quality measures. Works closely with customers to relay the importance of and sensitivity around risk identification, mitigation and remediation. Accountable for execution of the data center operations service portfolio.				
Actively drives the process of embedding ITS values and behaviors. Leads by example, demonstrating ethics and high accountability to create a culture of trust and transparency. Accountable for the development of team members by helping them set and achieve goals for their career growth. Fosters an inclusive environment that values team member differences, creating a sense of belonging and appreciation. Drives best-in-class customer service to the university through effective team member engagement.				
Builds and maintains strong relationships with ITS leaders, customers, partners, and stakeholders. Participates in governance boards, councils, meetings, and campus-wide technology initiatives to understand current and future business needs, and to ensure that consistent and reliable service is delivered to a broad range of university stakeholders. Develops and delivers against established service-level targets.				
Works closely with ITS leadership to identify, implement, and support cost-effective, leading solutions for all aspects of data center operations, maintaining currency with industry innovations. Provides thought leadership around process optimization, and administers the department budget by creating, planning, monitoring, reconciling, and directing resources.				

Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	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.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: https://policy.usc.edu/mandated-reporters/

Campus Security Authority (CSA)		Essential:
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: https://dps.usc.edu/alerts/clery/		Yes

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR

partner are available to discuss them with me.

_____   _____   _____
Print Employee Name   Signature   Date

_____   _____   _____
Print Manager Name   Signature   Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills,
duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.