



Manager, Data Center Operations (ITS)

Job Description

JOB INFORMATION

<i>Job Code:</i>	166203
<i>Job Title:</i>	Manager, Data Center Operations (ITS)
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	May oversee staff, students, volunteers, agencies and/or resource employees.; Supervises employees and/or student workers.
<i>Job Family:</i>	Network Operations
<i>Job Family Group:</i>	Information Technology
<i>Management Level:</i>	5 Manager

JOB SUMMARY

Drives day-to-day data center operations, job scheduling, facilities management, and security. Oversees the network operations center (NOC), preventing or minimizing service disruptions. Manages security policies and technology strategy for network resources, and leads the development of end-to-end technology recovery plans to ensure organizational and operational preparedness. As part of the leadership team, models and cultivates ITS culture, values, and behaviors.

JOB QUALIFICATIONS:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>
X		Bachelor's degree	
	X	Bachelor's degree	Business Administration
	X	Bachelor's degree	Engineering
	X	Bachelor's degree	Computer Science
	X	Bachelor's degree	Computer Information Systems
	X	Bachelor's degree	in related field(s)

Additional Education

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

Combined experience/education as substitute for minimum education

Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>
X		6 years	in information technology, data center operations, or disaster recovery.
	X	8 years	in information technology, data center operations, or disaster recovery.
	X	3 years	in a 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		Extensive experience installing, terminating, testing, and labeling cross-connects (CAT5, coax, fiber).
X		Proven knowledge of network commands and tools, including traceroute, nslookup, tcpdump, and Wireshark.
X		Experience managing a network operations center and with level-one troubleshooting for a range of areas including Windows Server, LAN/WAN networking, Unix/SAN, security, wireless, and VoIP.
X		Proven experience with operating systems, hardware, disaster recovery systems, orchestration, and basic LAN technologies, with network, data center, email, or other enterprise wide technical consolidations, and the installation of data center equipment.
X		Experience and understanding of UPS systems, HVAC systems, and other physical infrastructures associated with temperature control and power systems. Knowledge of safety policies, practices, and procedures, especially related to data center operations.
X		Extensive experience with ITIL and incident and problem management, and strong understanding of TCP/IP, SolarWinds, and application monitoring.
X		Ability to interpret, analyze, and apply pertinent policies, procedures, regulations, and requirements.
X		Experience with problem research and resolution in relation to complex data center facility and colocation issues.
	X	Exemplary communication and interpersonal skills, able to develop positive working relationships and strong rapport with team members.
	X	Demonstrated experience in network operations center management, and other relevant managed services.
	X	Proven ability to present the business side of technical topics to nontechnical audiences, and persuasively and effectively interact with various stakeholders and diverse individuals and groups.
	X	Demonstrated experience building, developing, and managing high-performing, multifunctional teams.

Certifications

Req	Pref	Select Certifications	Enter Additional Certifications
	X	Cisco Certified Network Associate (CCNA)	
	X		VMWare, SolarWinds, security, or equivalent certifications specific to data center hardware, networks, and/or security, and network monitoring.

Other Job Factors

- May require travel and working evenings, weekends, and/or holidays, based on business necessity.

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Drives day-to-day data center operations, job scheduling, facilities management, and security. Builds and maintains strong relationships with customers and partners, and oversees the monitoring of critical infrastructures and functions (e.g., power, HVAC)				
Oversees the network operations center (NOC) and its managed-service providers. Prevents or minimizes service disruptions, overseeing level-one troubleshooting of alerts, issues, and problems as they arise. Drives efficiency and innovation in network over				
Manages security policies and technology strategy for network resources. Conducts needs assessments and cost/benefit analyses of data center facilities, vendors, and hardware/software enhancements. Oversees the teams responsible for installation, maintena				
Leads the development of end-to-end technology recovery plans with ITS teams to ensure organizational and operational preparedness. Directs the scheduling of regular maintenance and monitoring, capacity planning, and responses to high-severity outages. Wo				
Trains teams of NOC analysts to timely and effectively address and escalate issues. Manages team member development, helping set and achieve goals for career growth. Fosters an inclusive environment that values team member differences, creating a sense of				

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Supports the vision for infrastructure services, and works with other ITS leaders to develop and manage a holistic strategy for delivering service quality and continuous service improvement.				

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	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/
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
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/			No

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.