USC University of Southern California

Senior Data Center Analyst
Job Description

JOB INFORMATION

Job Code:	167769
Job Title:	Senior Data Center Analyst
FLSA Status:	Non-Exempt
Supervisory:	Leads one or more employees performing similar work.
Job Family:	Network Operations
Job Family Group:	Information Technology
Management Level:	7 Individual Contributor

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 QUALIFICATIONS:

Education

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

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		5 years	with DCIM and general networking	
	X	7 years		

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		Proven experience in technical writing (e.g., schematics, design).
X		Experience with on-premise hosting and colocation, and knowledge of safety policies, practices, and procedures pertaining to data center operations.
X		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.
X		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.
X		Proven ability to facilitate collaborations across a broad audience of stakeholders and drive consensus in alignment with university policies, processes, and procedures.
X		Proven time management and prioritization skills for efficient, logical decision-making in rapidly changing environments.
X		Excellent written and oral communication skills, with experience presenting technical topics in a business oriented fashion to non-technical audiences.
X		Ability to develop positive working relationships and strong rapport with team members.
	X	Experience in IT and data centers.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
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.				

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		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects

Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	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 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/	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.