USC University of Southern California

Storage Administrator (ITS)
Job Description

JOB INFORMATION

Job Code:	166921
Job Title:	Storage Administrator (ITS)
FLSA Status:	Exempt
Supervisory:	
Job Family:	Network Operations
Job Family Group:	Information Technology
Management Level:	7 Individual Contributor

JOB SUMMARY

Supports the configuration and day-to-day operations of university storage platforms. Collaborates with a broad range of customers, partners, and key stakeholders in administrative and academic units. Provide best-in-class storage services involving provisioning, monitoring, capacity planning and upgrading the storage environment. Oversees day-to-day operations for stability, system outage remediation, and ensuring compliance with data security and university policies. 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	Information System Management - Network Management	Or
	X	Bachelor'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		2 years		
	X	4 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		Hands-on experience in Windows and Linus operating systems.
X		Knowledge of and support experience in SAN, NAS, DASD, fiber channel and cloud storage environments.
X		Experience troubleshooting across the entire storage server path, from the host to the SAN/NAS storage devices, and across complex network topologies. Experience planning future storage needs across a business application community in a collaborative way, and provisioning, migrating, and utilizing cloud storage.
X		Experience publishing performance reports and recommending enhancements or modifications to the environment to meet future storage needs.
X		Ability to interpret, analyze, and apply pertinent service level agreements, policies, procedures, regulations, and other requirements, and turn them into actionable outcomes.
X		Excellent organizational skills, able to set priorities and manage multiple projects.
X		Exemplary communication skills, able to develop positive working relationships and strong rapport with team members, and interact with a diverse community of colleagues and stakeholders.
	X	Experience in IT, higher education, or related fields.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Collaborates with customers, co-workers, and stakeholders across the ITS organization, including partners, to deliver storage services. Provides troubleshooting support for issues escalated by the customer experience team.				
Leverages the latest industry knowledge and best practices to facilitate innovation, continuous improvement, and effective troubleshooting and problem-solving. Proactively experiments with and analyzes new approaches and complex, diverse, and/or conflicting datasets to identify root causes. Develops and maintains knowledge base articles, tutorials, and training resources.				
Oversees day-to-day operations for stability, system outage remediation, and ensuring compliance with data security and university policies. Participates in the planning and implementation of storage updates, maintenance, and configuration. Identifies and recommends strategies for improving existing prevention, evaluation, and resolution procedures.				
Implements effective solutions for storage services and supporting the Platform Services team's vision. Maintains currency with supported applications and architectures, all updates, and relevant existing, developing, and disruptive technologies. Develops and maintains knowledge base articles, tutorials, and training resources.				
Aids the cultivation of an inclusive environment and a culture of trust and transparency. Builds and maintains collaborative relationships with diverse groups of team members, peers, and leaders, sharing data broadly, openly, and deliberately. Actively embodies ITS values and behaviors (e.g., accountability, ethics, best-in-class customer service).				

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/	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.