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<th><strong>Position Description</strong></th>
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<td>Report Run Date</td>
<td>Feb 17 2016 10:24AM</td>
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<td>Position Number:</td>
<td>02009289</td>
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<td>Dept:</td>
<td>IET DATA CENTER &amp; CLIENT SVCS - 061424</td>
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<td>Position:</td>
<td>SR. DATA CENTER OPERATOR</td>
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<tr>
<td>Approved Payroll Title Code:</td>
<td>7558</td>
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<td>Approved Payroll Title:</td>
<td>BUS TCHL SUPP ANL 2</td>
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<tr>
<td>Approved MSP Salary Grade:</td>
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<td>Approved PSS Salary Grade:</td>
<td>PSS19</td>
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**POSITION DETAILS**

Under the direction of the Operations Supervisor, provide network/technical support, ensure Data Center system operations run efficiently and that services are consistently provided; provide programming, web and database development. Monitor systems and provide campus notifications of service disruptions, and to provide limited service desk routing for campus clients outside normal business hours.

**Job Summary:**

This is one of seven operators providing operations support and monitoring of the Data Center and campus clients.

**Campus Job Scope:**

N/A

55% COMPUTER AND NETWORK SYSTEMS SUPPORT

Monitor, operate, and support all computer systems, networks, and related equipment hosted at the Data Center and any extended facilities.

Investigate, analyze, define, and correct hardware, software, and environmental problems in order to affect accurate and timely solutions.

**Essential Responsibilities:**

Provide escalation and notification of all Data Center and network outages or service degradations in accordance with department policies, procedures, and practices.

Perform routine Windows, Linux, and Unix system administration for all Operations workstations and servers.

Perform system administration tasks for other servers housed in the Data Center as requested by system administration staff including the installation of server hardware components.
Install all new system and network hardware in data center racks; install and configure network and console cabling. Assist with the administration of Data Center networks and console servers. Analyze Operations procedures and practice for currency, efficiency and effectiveness. Train new Operations staff.

15% COMPUTER AND NETWORK TECHNICAL SUPPORT
Respond to and resolve customer inquiries and requests or route client support requests to appropriate on-call staff to resolve outages or problems with central services, computers or networks in accordance with department policies, procedures, and practices. Provide outage notifications to managers, coworkers, and campus clients in accordance with department policies, procedures, and practices. Maintain incident response documentation in accordance with department policies, procedures, and practices for all incoming client inquiries or requests. Provide first-tier network support services for University students, staff, and faculty via telephone outside the normal hours for the IT Express Help Desk.

15% PROGRAMMING, WEB AND DATABASE DEVELOPMENT
Plan, design, code, test, debug, implement, maintain, secure, troubleshoot, and document scripts, programs, and databases in accordance with client and/or department time lines, standards, and guidelines. Plan, design, create, test, implement, administer, secure, troubleshoot, and document web sites, pages, applications, and services in accordance with client and/or department time lines, standards and guidelines. Plan, design, write, edit, and maintain documentation, whose audience is the departmental staff, in accordance with department time lines, standards, and guidelines.

15% SPECIAL PROJECTS AND ASSIGNMENTS
Assist the work group, department, or division with special projects. Work on short-term and long-term assignments within the division. Assignments will be at the department's discretion, but related to work performed by the department or division.
Provide other similar services assigned by the supervisor or other designated managerial staff.

Lift equipment weighing up to 50 lbs.

Work with equipment mounted in 7ft racks; climb ladders to access overhead racks; work with a computer keyboard to enter and retrieve information, and read CRT and LCD screens for extended periods of time.

Work occasional overtime. Typically work outside of normal M-F, 8-5 working hours. Adjust to shift re-assignments due to operational needs.

Due to the mission-critical services provided by this department, this position may work hours other than M-F 8-5, especially in response to system problems.

Travel between campus and off-campus locations.

UC Davis is a smoke and tobacco free campus effective January 1, 2014. Smoking, the use of smokeless tobacco products, and the use of unregulated nicotine products (e-cigarettes) will be strictly prohibited on any UC Davis owned or leased property, indoors and outdoors, including parking lots and residential space.

Background Check: Yes

**QUALIFICATIONS**

Minimum Qualifications:

Experience using organizational skills to effectively coordinate several simultaneous activities in a dynamic mission-critical environment with frequent changes in work priority, strict deadlines and complex scheduling requirements.

Experience on more than one Unix/Linux operating system.

Experience with Unix/Linux system administration including, but not limited to, installation, configuration, testing, and maintenance of the operating system, middleware, security applications, and other applications.

Experience in writing Unix/Linux shell scripts and using one of the standard editors, preferably vi.

Experience with installation, configuration, testing, and maintenance of Windows XP, Windows Vista, or Windows 2003 operating systems, Active Directory, security configuration, Exchange, and other applications.
Experience with management of an OU in an Active Directory domain, including the management of users and workstations.

Experience using a variety of computer networking concepts, topologies, protocols, hardware, and monitoring tools, to support a local area network and the interface to the campus' wide area network.

Experience to install and maintain voice and data network devices and cabling.

Experience to perform, document, and manage problem resolution, escalation, and notification according to policies and procedures.

Knowledge of IP networking and DNS. Experience to troubleshoot DNS problems.

Experience with DHCP, PPP, and Ethernet.

Skills to monitor HVAC and other environmental systems according to established procedures.

Skills to operate and monitor building security system according to established procedures.

Experience planning, designing, writing, editing, maintaining and using complex technical documentation and instructions for technical and non-technical audiences.

Experience to lead and manage small to medium sized projects.

Experience and skills to perform needs analysis, planning, design, coding, testing, debugging, implementing, maintaining, and documenting scripts/programs in one or more of the following languages: C, Perl, Visual Basic, Unix shell, AppleScript.

Experience planning, designing, creating, testing, implementing, troubleshooting, repairing, and documenting web sites, pages, and applications.

Familiarity with HTML.

Skills to work with one or more of the following development languages/environments is preferred: PHP, ASP, Python, Cold Fusion, and JavaScript.

Experience to provide support for one or more of the following database management systems: MySQL, Microsoft Access, Microsoft SQL Server.

Experience to remain effective in performing all functions regardless of shift assignment.

Experience to provide guidance and leadership to other staff members.

Skill to train other Operations staff in the practices and
processes of each position on the various shifts.
Experience to work independently and in a team environment to effectively provide technical support, either giving or receiving directions or sharing knowledge with another member of the staff.
Extensive knowledge in information technology demonstrated through education or equivalent experience.
Experienced technical skills to install, manipulate, monitor, and operate a variety of information technology hardware in 7 ft. racks.

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<td>- Experience to remain calm and organized during chaotic situations.</td>
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<td>- React quickly and rationally during emergency situations.</td>
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<td>- Experience to research, learn, and utilize concepts, policies, and procedures relating to data center server hardware, rack-mounted console hardware, UPS units and power distribution equipment.</td>
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<td>- Read and follow the UCD Principles of Community.</td>
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<td>- Demonstrate analytical, problem-solving and detail-oriented skills.</td>
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<td>- Demonstrate excellent communication (oral, written, presentation, documentation) and interpersonal skills, using tact and diplomacy for interactions with clients and vendors.</td>
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<td>- Provide accurate, effective, and timely outage notifications to managers, coworkers, and campus clients in accordance with department policies, procedures, and practices.</td>
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<td>- Be highly motivated and result orientated.</td>
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<td>- Establish priorities, organize tasks, and direct effective implementation of tasks in a demanding work environment with little or no tolerance for errors or delays.</td>
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<td>- Maintain flexibility in a continuously changing and fast paced work environment.</td>
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<td>- Make well planned decisions.</td>
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<td>- Work with a diverse group of people in such a manner as to build high morale and group commitments to goals and objectives.</td>
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<td>- Convey a helpful and positive attitude to the public, campus departments and the various units in support of the department's client service environment.</td>
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<td>- Work independently, establish priorities and to exercise good judgment.</td>
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- Provide higher level technical assistance to technical workforce in the resolution of abnormal operating conditions.
- Support departmental goal of providing positive, innovative and effective customer service through performance of job functions.
- Provide informal training and mentoring to educate personnel in the use of products or services.
- Work cooperatively with others to achieve and maintain a strong client service environment.
- Maintain up-to-date knowledge through literature, classes, exhibits, seminars, on-the-job training and other relevant training forums.
- Be accountable for the safekeeping of resources in your care and custody and follow and implement the cyber-safety guidelines.
- Follow projects through to successful completion with a high degree of quality.
Experience to learn and support network connectivity in a complex network architecture.
Experience to learn the UC Davis campus network infrastructure, including the overall topology and services, and apply that learning to client support activities.
Experience assimilating new technologies and developing new skills or enhance existing skills by utilizing technical manuals, journals, books, newsgroups, vendor documentation and other written media.