



POSITION DESCRIPTION

Job Title: Manager – Data Center
Salary Grade: 23
Date: June 5, 2009

Job Code: 0475
FLSA Status: Exempt

JOB SUMMARY

The Manager–Data Center is responsible for leading department efforts, including all aspects of Database, Systems software and hardware and Unix/Storage Area Network (SAN) administration to ensure organization best practices and procedures support SAWS. Maintains department policies and procedures, supervising staff in a 24/7 environment. In addition, is responsible for operating/capital budgets, personnel administration, and contractor management for assigned area.

ESSENTIAL FUNCTIONS

1. Supervises, selects, develops, trains, and evaluates Database, Systems and Storage Area Network staff.
2. Mentors and coaches team members in order to retain and rapidly develop staff capacity.
3. Manages the development, deployment, monitoring, maintenance, upgrade, and support of all information technology systems, including servers, database, storage area network, operating systems, hardware, software, and peripherals.
4. Reviews, develops, documents, and implements policies, procedures, and best practices for the data center.
5. Ensures sound asset management practices for IT hardware, software, and equipment.
6. Performs research on potential technology solutions and writes requests for proposals in support of procurement efforts.
7. Plans employee training sessions on new and existing hardware and software components.
8. Maintains current knowledge and understanding of regulations, industry trends, current practices, new developments, and applicable laws regarding data center management.
9. Oversees negotiation and administration of vendor, outsourcer, and consultant contracts and service agreements.
10. Manages budgets, including the forecasting, allocating, and monitoring the human, physical, and financial resources for the assigned area.
11. Establishes and maintains effective working relationships and public relations.
12. Develops measures to analyze and improve departments overall efficiency.
13. Performs other duties as assigned.

DECISION MAKING

- This position receives limited supervision.
- Manages a team of 7-10 employees.
- This position manages more than one project at any one time.
- This position makes recommendations to the hiring, firing, advancement, and promotion of employees.

MINIMUM REQUIREMENTS

- Bachelor's Degree in Computer Science, Information Systems Management, Business Administration, or related field from an institution accredited by a nationally recognized accrediting agency.
- Six years of Data Center infrastructure experience (technologies such as Storage Area Network, System software, Database, or Network Engineering), to include three years experience supervising IT employees in one of the above technologies.
- Experience with technologies administration in a production, 24/7 environment.
- Certifications in one of the following: Microsoft Certified System Engineer (Window 2000 or higher), HP-UX/Solaris Certified System Administrator (CSA), Oracle Certified Professional 10G or 11G or CISCO Certification Network Professional (CCNP) or CISCO Certified Network Associate (CCNA).



POSITION DESCRIPTION

- Strong word processing, spreadsheet, database, and presentation software skills.
- Strong verbal and written communications skills with ability to communicate with all levels.
- Strong leadership, organizational and motivational skills.
- Ability to work as a hands-on-technology manager in a fast paced, dynamic environment.
- Valid Class "C" Texas Driver's License consistent with SAWS Driving Policy.

PREFERRED REQUIREMENTS

- Master's Degree in Computer Science, Information Systems Management, Business Administration or related field from an institution accredited by a nationally recognized accrediting agency.
- Strong technical knowledge of Server operating systems, Storage Area Network, or Cisco networking environment.
- Extensive application support experience with Microsoft Office, Visio, Project, and Outlook.
- Strategic thinker.
- Strong organization and presentation skills.

JOB DIMENSIONS

- Contact with internal and external customers, consultants, attorneys, peer group companies, vendors, and government agencies.
- Communicates effectively, verbally and in writing.
- May be required to work hours other than regular schedule, including nights and weekends.

PHYSICAL DEMANDS AND WORKING CONDITIONS

Physical requirements include lifting up to 20 pounds occasionally. Subject to sitting, standing and walking for long periods of time. Requires visual acuity, speech and hearing.

Working conditions are primarily in an office environment and performs occasional field visits. May operate a company or personal vehicle to conduct field visits.