MAJOR FUNCTION

This is responsible supervisory, technical, and administrative work in server systems, software, maintenance and security of data center computer systems. Work is performed with considerable independence under the general direction of a higher-level administrator. Work is reviewed through conferences and written reports for achievement of desired objectives.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES

Essential Duties
Plans, organizes, and supervises technical staff engaged in City-wide server based systems, storage systems, server software, and maintenance and security of data center server computer systems. Coordinates the analysis and review of hardware and system software for a data center environment. Manages and establish data center configuration and security policies, communications and maintenance schedules. Establishes and maintains documentation and technical information library for data center and server operations. Monitors system performance of servers, SAN storage systems and makes recommendations to improve efficiency. Conducts reviews of systems in the technical support area and makes recommendations to management concerning the acquisition and implementation of such systems. Manages and recommends the selection, transfer, promotion, grievance adjustment, discipline or discharge of employees. Conducts performance evaluations and recommends approval or disapproval of merit increases. Performs related work as required.

Other Important Duties
Performs special projects, assigned. Serves on ad hoc teams and committees. Schedules assigned staff to attend training and developmental events. Performs related work as required.

DESIRABLE QUALIFICATIONS

Knowledge, Abilities and Skills

Thorough knowledge of troubleshooting techniques for system analysis and analytics. Knowledge of Microsoft clustering configurations. Knowledge of data center network communications configuration techniques, principles and practices. Requires the ability to analyze data captures traces of systems and determine cause and propose solutions. Knowledge in the EMC SAN storage systems, Brocade network configurations, VMWARE virtualization software and Windows server operating system for configurations and operations. Strong knowledge of modern data center cloud based and on-premise applications, equipment, and the functions of multi-processing computer operations and security of such systems. Ability to plan, schedule, coordinate, and supervise the activities of a staff of technically trained individuals. Ability to analyze a wide variety of highly technical materials and to develop appropriate recommendations without direct supervision. Ability to consult and train other employees in the use of technical software. Ability to establish and maintain effective working relationships as necessitated by the work. Ability to communicate effectively, clearly, and concisely, orally and in writing. Ability to supervise subordinates in a manner conducive to full performance and high morale.

Minimum Training and Experience
Possession of a bachelor's degree in information systems, computer science, business or public administration, or related field and three years of technical or professional experience that includes systems analysis and/or technical support; or an equivalent combination of training and experience. Two years of the required experience must have been at the Technical Support Analyst level. Two years of the required experience must have been in a supervisory capacity. .

<u>Necessary Special Requirement</u>
At the department director's discretion, a valid Class E State driver's license may be required.

Established: 12-22-14