SENIOR DATA CENTER SUPPORT SPECIALIST

Purpose:

To actively support and uphold the City's stated mission and values. To perform a variety of complex technical duties involved in the scheduling of application processes and backing up of data; and to assist the Data Center and Network Operations Supervisor in ensuring that all production files and output have run according to job schedule and application parameters.

Supervision Received and Exercised:

Receives general supervision from Data Center and Network Operations Supervisor or from other supervisory or management staff.

Directs and schedules staff activities required to implement new systems and procedures.

Examples of Duties:

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Duties may include, but are not limited to, the following:

- Complete routinely assigned projects to implement new application schedules and define processes and procedures for backing-up data

- Maintain detailed records regarding items being sent/received from our off-site data storage vendor

- Monitor and verify successful execution of batch processes utilizing multiple automated job schedules residing on HP-UX, NT and legacy servers

- Print and distribute various outputs created by batch and real time processes

- Perform service requests initiated by internal ITD customers and various departments throughout the City

- Verify successful transmission/receipt of electronic file transfers to various financial institutions

- Create bootable recovery tapes for HP-UX and legacy servers

- Ensure all security procedures are followed and enforced within the Data Center

- Maintain tape media library

- Assist in maintaining the City's Disaster Recovery Plan and ITD Emergency Contact information

- Operate and monitor computer and network systems as well as other various peripheral computer equipment

- Identify and evaluate hardware, software and operational problems; assist ITD staff and/or outside vendors with problem resolution

- Set priorities and follow-up to ensure coordination and completion of assigned work

- Upgrade and modify legacy operating systems upon request

- Install, maintain and update various third party software and utilities

- Communicate effectively with other City employees, technical staff, management, vendors and contractors

- Provide 24/7 on-call coverage for Data Center Support

- Perform special projects as assigned

- Maintain and order all supplies used within the Data Center

- Clean and maintain all equipment that reside in the Data Center

- Perform related duties as assigned

Experience and Training Guidelines:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. The hiring department may include job related experience, training or license and certification preferences at the time of recruitment. A typical way to obtain the knowledge and abilities would be:

Experience:

Five years of responsible data center and operations experience to include experience with job scheduling and job control language on various HP-UX, HP3000 and Net servers. Ability to use and understand technical manuals and documentation.

Training:

Equivalent to the completion of the twelfth grade supplemented by specialized training related to Information Technology and Data Center Activities

Licenses/Certification:

None

This position is included in the City's classified service, pursuant to City of Tempe Personnel Rules and Regulations, Rule 1, Section 103.

Job Code: 183

FLSA: Non-Exempt