

Operations - Data Center			
Job Family	Grade 12	Grade 13	Grade 14 - Management Track
Data Center	Hardware Specialist	Sr. Systems Engineer	Manager, Data Center
Purpose:	Supports all Data Center Facilities and provides the systems and storage groups with hardware installation, tracking, maintenance, and decommission services.	Supports all Data Center Facilities and provides the systems and storage groups with hardware installation, tracking, maintenance, and decommission services.	Oversees facilities management, including but not limited to maintaining up-to-date drawings for electric, network, fire protection and location/inventory of equipment, proper weight management of physical space, maintenance of Liebert HVAC and fire suppression equipment.
Relation to Supervision:	Works under minimal direction.	Works under minimal direction and often without supervision.	Manages staff and relevant teams while also leading and coordinating all levels of activities including project lifecycle and day to day operations including staff management.
Datacenter Engineering & Network Analysis:	Responsible for hardware installation, maintenance and decommission of servers, PDU's, UPS's, cabling, etc., including coordinating with systems groups and troubleshooting of system hardware issues. Assists in making sure that the environmental control, fire suppression system, and physical security of the data center are functioning properly.	Installs and configures environmental infrastructure elements such as equipment racks and rack peripherals, to effectively assist in administering power and cooling scenarios such as rack location and machine room airflow. Assists in making sure that the environmental control, fire suppression system, and physical security of the data center are functioning properly.	Collaborates with the Network Engineering Group in facilitating the expansion of the Network. Monitors, maintains and ensures environmental control and physical security of the data center are functioning properly, maintains and updates equipment inventory list and makes recommendations to improve those systems.
Relationship Management:	Works closely with CUIT colleagues on all tasks in the network infrastructure and maintenance life cycle. May be responsible for directing and monitoring the work of team members and or project teams.	Work with all levels of organization on problem management and resolution. Provides assistance to less senior developers. Gives guidance to other team members. May oversee team members performing specific tasks.	Leader of team. Sets team goals, coaches and counsels staff to accomplish goals. May have performance management responsibility for team. Liases with relevant faculty and administrators on various projects/initiatives and ongoing operations of systems.
Education & Experience:	Bachelors degree and/or its equivalent required. Minimum 3-5 years related experience. Solid network/systems knowledge and understanding of industry standards and practices.	Bachelors degree and/or its equivalent required. Minimum 4-6 years related experience. Strong networking knowledge and experience with multiple technical specialties.	Bachelors degree and/or its equivalent required. Minimum 5-7 years related experience. Expert level experience with a broad range of technical specialties. Prior supervisory experience strongly preferred.

Soft skills:	Demonstrates a variety of competencies including teamwork/collaboration, analytical thinking, and communication.	Demonstrates proficiency in a variety of competencies including teamwork/collaboration, analytical thinking, communication and influencing skills.	Demonstrates excellence in a variety of competencies including ability to manage a team, teamwork/collaboration with technical and functional clients/peers, analytical thinking, communication and influencing skills. Proven ability to act as a change agent.
Technical Skills:	Strong proficiency in some/all of the following technologies: Knowledge of various platforms (e.g., Windows, Linux/UNIX (different versions), and mainframe), network components, and programming languages. Familiarity with power and cooling systems.	Strong proficiency in some/all of the following technologies: Knowledge of various platforms (e.g., Windows, Linux/UNIX (different versions), and mainframe), network components, and programming languages. Familiarity with power and cooling systems.	Strong Proficiency in some/all of the following technologies: Managing a data center facility that includes large mainframe and open systems environments.