Class Concept

Positions in this class are responsible for supervising and managing the operations sections of an Information Technology Data Center. Responsibilities may include computer operations for both server and minicomputers, production scheduling, operating system and data base administration, file backups, operating system and data base performance tuning, system access security monitoring and administration, hardware and software audits, state IT reporting schedules compliance, and vendor contract administration

Recruitment Standards

Knowledge, Skills, and Abilities

- Expert level experience in computer operations including production scheduling, report distribution, data base administration, data backup, data archive, data recovery, and local and wide area network problem trouble shooting.
- Thorough knowledge of latest technologies and tools.
- Working knowledge and experience in database configuration, maintenance, security, upgrades, backup, recovery, operational support, capacity planning and performance tuning.
- Demonstrated experience in system administration and management and/or storage management.
- Experience in project planning and execution, experience working with users to develop current and future service level contracts; experience working with users to resolve service issues; experience dealing with vendors and selection and contracting for services.
- Demonstrated excellent writing, analytical, presentation and reporting skills.
- Thorough knowledge of data centers, hardware and IT services.
- Extensive experience in managing large scale IT data centers.
- Ability to work in a coordinated way with a minimum of supervision in a high pressure and complex environment.

Minimum Education and Experience

Bachelor's degree in computer science, computer information systems, computer engineering, engineering or related technical degree from an appropriately accredited institution and four years progressive experience in the field of information technology including at least two years of experience in Operations or Systems work; or

Bachelor's degree from an appropriately accredited institution and five years progressive experience in the field of information technology including at least two years of operations or systems experience; or

Associate degree in computer information technology, computer engineering technology or networking technology from an appropriately accredited institution and five years of experience in operations/systems work or closely related area; or an equivalent combination of education and experience.

Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA.