

### 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

- Demonstrated expert skills 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
- Intermediate knowledge and experience in database configuration, maintenance, security, upgrades, backup, recovery, operational support, capacity planning, and performance tuning
- Demonstrated skills in system administration and management and/or storage management
- Demonstrated skills in project planning and execution, working with users to develop current and future service level contracts and to resolve service issues, and dealing with vendors regarding selection and contracting for services
- Ability to effectively demonstrate writing, analytical, presentation, and reporting skills
- Thorough knowledge of data centers, hardware, and IT services
- Demonstrated skill in successfully 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
- Ability to coach, conduct annual performance reviews, and manage employees with varying skill sets
- Ability to promote and maintain a productive and cohesive work 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

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.