DATA CENTER TECHNICIAN

DEFINITION

Conducts initial analysis, monitors, diagnoses and reports problems, and facilitates the repair of District network and systems components.

TYPICAL DUTIES

Monitors and conducts initial analysis on network activities and selected systems components using various monitoring programs such as Nagios, BMC, and Watch List.

Coordinates operation schedules for backups, restores, nightly batch jobs, and system shutdowns and restarts.

Analyzes, coordinates, and schedules new centralized workload management job streams on an ongoing basis.

Monitors the physical computing resources ensuring that all processes and streams achieve the Service Level Agreement (SLA) established.

Maintains daily, weekly, and monthly production schedules for all District applications.

Uses script editors to create and modify shell scripts, application configuration files, and other system files.

Participates in monitoring and operating of the server and open systems consoles to ensure that multi-processing is completed properly.

Coordinates decommissions, memory upgrades, OS rebuilds, basic startups and shutdowns for hardware, and refreshes of infrastructure cabling, network, storage and server equipment.

Identifies and resolves basic hardware and software malfunctions and resolves faulty components in network, storage or server equipment.

Documents and reports hardware and software malfunctions and other systems errors to management or the appropriate personnel and creates service tickets as needed.

Accurately identify, track, and document all physical and virtual assets within the data center, including regular updates on their status, location, and history within an inventory system.

Monitors operating equipment such as school site video surveillance and determines course of action to be taken when an issue is identified.

Travels to and monitors the District's various Data Centers and responds to any issues that may arise.

Reports physical security access concerns or incidents and escorts third party vendors or IT support on-premises at data centers or network sites.

Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

A Data Center Technician maintains production schedules for all applications and is responsible for monitoring and detecting issues in the District's network and systems components of all the data centers.

A Supervising Data Center Technician supervises one shift of the operation of mainframe/server and open systems consoles and computer peripheral equipment, personnel, coordinates the flow of computer inputs and outputs, and maintains production schedule commitments.

The Director of Data Center Operations directs and is responsible for equipment and operations, software support, and technical programming standards in the main data center. The Deputy

Director of Data Center Operations assists in the management of this function.

SUPERVISION

General direction is received from the Supervising Data Center Technician. No supervision is exercised.

CLASS QUALIFICATIONS

Knowledge of:

Uses, capabilities, characteristics, operation, and care of a server and open system consoles and computer peripheral equipment
Fundamentals of data processing and programming
Word processing, spreadsheets, e-mail systems, and scheduling software
Standard network and systems monitoring procedures
Nagios, BMC Control-M, InfoSim, and Watch List
Backup software and procedures
Primary fault management automation
TCP/IP networking, routing, and routed network fundamentals
Computer systems architecture
Windows system administration
UNIX structure, administration, and editing functions
Facilities, concepts, and uses of computer operating systems
Computer programming concepts
Data entry procedures and scheduling techniques
Records and forms design techniques

Ability to:

Read and write job control language statements and Unix shell scripts
Conduct research and organize written technical material and data into approved formats
Interpret and analyze technical material
Work effectively with others
Write clear, concise reports, and other materials
Describe network problems in understandable terms
Monitor and detect errors in network activities and selected network systems components
Assist in configuration of network monitoring tools
Communicate effectively both orally and in writing
Manage multiple concurrent tasks
Diagnose and understand reasons for system failures
Complete assigned tickets efficiently.
Complete required security and data center management training
Follow procedures and adhere to timelines.

Special Physical Requirements:

Ability to stand, walk, bend, crawl, reach overhead, crouch, kneel, balance, push, and pull
Ability to work in a noisy, 68 degree climate controlled indoor environment
Safely lift and carry objects weighing up to fifty pounds
Safely maneuver flat carts, dollies, pallets, and other hand carts loaded with equipment, paper, and other supplies
Visual acuity as required for electrical work.
Adequate color perception to identify color-coded conductor wires

Work safely at heights including the use of ladders, scaffolds and other related equipment.

ENTRANCE QUALIFICATIONS

Education:

Graduation from high school or evidence of equivalent educational proficiency, preferably supplemented by college level courses in computer science or a related field.

Experience:

Six months of experience in monitoring and first-level troubleshooting of servers, network hardware, and storage and backup devices. Experience with open system schedulers such as Control M is highly preferable.

Special:

A valid A+ certification or Network+ certification is preferable.
A valid driver's license to legally operate a motor vehicle in the State of California and the use of a motor vehicle.
Employees in this class may be required to work a flexible schedule, including any shift and day of the week, holidays and weekends.

This class description is not a complete statement of essential functions, responsibilities, or requirements. Entrance requirements are representative of the minimum level of knowledge, skill, and /or abilities. To the extent permitted by law, management retains the discretion to add or change typical duties of a position at any time, as long as such addition or change is reasonably related to existing duties.

Revised
1-23-25
CC