JOB DESCRIPTION

BASIC POSITION INFORMATION

Job Code: 3903  Title: Assistant Director, Server and Storage Systems
Department: Comp, Telecom & Video Network  Job Sub-Family: Technical Services
Job Family: Technology Services  FLSA Classification: E
Job Grade: 56  Grade Min: $76,002  Grade Mid: $96,903
UHD Succession Plan?: N  Criticality of Position:
Career Ladder: In-Range  Campus Security Authority?: N
Screening Committee?: Y  Motor Vehicle Record Check?: N

JOB SUMMARY

The Assistant Director, Server and Storage Systems manages the Data Center environment, equipment and support staff. The Assistant Director, Server and Storage Systems also assists in the overall management of Data Center services and infrastructure.

DUTIES

• Performs technology planning and oversees Data Center infrastructure support staff
• Provides long term technology planning and design
• Provides troubleshooting services of servers, storage, and other Data Center equipment
• Researches new technologies relevant to Data Center infrastructure and industry best practices
• Conducts vendor and inter-departmental negotiations relevant to Data Center Infrastructure ration group

MARGINAL DUTIES

• May be asked to respond to problems or provide service after hours.
• Expected to carry and respond to cell phone and/or pager at all times
• Performs all other duties assigned

SUPERVISORY RESPONSIBILITIES

Direct Reports: Full-time employees
Delegation of Work: Regularly assigns work to subordinate(s)
Supervision Given: Functions as a first line supervisor over two or more full time staff. Has the authority to hire, discipline, terminate, appraise performance or strongly recommend such actions

QUALIFICATIONS

Required Education: Baccalaureate degree in Computer Information System, Computer Science, Engineering, or Engineering Technology
Required Experience: Minimum of four (4) years of job related experience
License/Certification: None Required

PREFERRED QUALIFICATIONS
KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge:
• Knowledge of trends, issues, and accepted practices relevant to the position

Skills:
• Candidates must have strong analytical skills, as well as excellent interpersonal and communication skills

Abilities:
• Ability to effectively communicate with a wide range of individuals and constituencies in a diverse community

WORK LOCATION AND PHYSICAL DEMANDS

Primary Work Location: Works in an office environment 6 to 8 hours. May be expected to be on-call and work outside normal business hours when required.

Physical Demands: Work is normally performed in a typical interior work environment which does not subject the employee to any unpleasant elements. Required to occasionally lift items up to 50 pounds and team lift heavier items.

Position is physically comfortable; individual has discretion about sitting (70%), walking (15%), standing (15%), crouching (5%), Stooping (5%) etc

Work environment involves minimal exposure to physical risks.

Position Specific Competencies

Title and Definition

Commitment to Excellence - UHD
* Demonstrates a commitment to competently perform his/her job duties and responsibilities within established time frames. * Continuously strives to improve work performance. * Accepts responsibility for his/her commitments to the university. * Contributes to the success of the university by consistently providing quality results in the performance of his/her job duties and responsibilities.

Integrity
* Demonstrates high ethical standards of conduct in the performance of his/her job duties and responsibilities. * Accepts responsibility for his/her actions. * Respects and complies with department and university policies, procedures, and work rules.

Respect and Cooperation
* Treats others with courtesy, respect, and dignity in the workplace. * Promotes cooperation through open and honest communications and consideration of others ideas, thoughts, and opinions.

Dependability
* Takes responsibility to accomplish job assignments within reasonable deadlines. * Willing to accept new projects and/or commitments. * Does due diligence to complete projects within specified timeframes and/or fulfill commitments. * Arrives to work on time prepared and ready to contribute.

Proficiency
* Possesses required job skills and knowledge. * Demonstrates the ability to apply those skills and knowledge to competently perform his/her job duties and assignments.

Flexibility
* Willingly adjusts to changing work assignments or conditions. * Open to changes in operational procedures, technology, and/or organizational structure. * Views changes as opportunities for learning and professional development. * Displays a positive attitude to encourage others. * Promptly responds to changes in work priorities and/or unexpected circumstances or situations.

Focus on Customer Service
* Focuses on customer’s needs and expectations. (Customers can be students, external constituents, employees, or university guests.) * Respectfully ascertains customer’s needs and determines appropriate response. * Promptly responds by providing requested information, takes appropriate action, or refers customer to appropriate individual or department. * If further actions need to be taken, advises customers of realistic timeframes for a response to their request. * Follows up with customers on outstanding requests in a timely manner. * Tactfully explains to customers why their needs and/or expectations cannot be met if the university does not provide the requested information or services.

Operations Management
* Manages department or section operations consistent with department/section goals and objectives. * Administers the department/section budget ensuring effective utilization of financial resources and appropriate disbursement of funds. * Fosters a cooperative and productive work environment through motivation, encouragement, and mentorship of staff. * Ensures department/section compliance with university and department policies, procedures, and work rules. * Keeps management apprised of department/section activities and issues requiring senior management input.

Supervision
* Supervises the work of staff employees. * Sets clear goals and expectations within reasonable timeframes. * Motivates staff through constructive feedback, challenging assignments, and recognition of achievements. * Provides mentorship and guidance by sharing expertise and best practices.

DellEMC Avamar/DellEMC NetWorker, DellEMC VNX, DellEMC Isilon, Brocade DCX switches, DellEMC Data Domain, Lenovo servers, Network troubleshooting, Network performance analysis through tools like iometer and Wireshark, Dell PowerEdge servers, are an asset
Supports staff by providing essential resources, professional development opportunities, and open communication. * Promptly addresses performance issues with appropriate measures and discretion.

**Technical Expertise**
* Possesses comprehensive knowledge and skills in a technical area. * Effectively applies expertise to troubleshoot existing systems and develop solutions with existing technology. * Competent to learn new technologies and integrate them with existing technology. * Willing to share expertise and provide technical assistance to others.

**Decision Making**
* Demonstrates the ability to make informed decisions in a timely manner. * Assimilates and/or secures relevant information to assess the risks and benefits of alternatives. * Considers impact of decision in the long and short term.

**Computer/Automated System Proficiency**
* Proficient in the use of university applications or automated systems to perform job duties. * Complies with related policies, procedures, and work rules to maintain system security and data integrity.

This job description may not encompass all duties and responsibilities associated with the position.