



POSITION DESCRIPTION

Administrative Services Data Center & Systems Manager

Data Center and Systems Manager

EMPLOYEE NAME: _____
Position Title: Data Center & Systems Manager
Classification/Salary Range: GSAM Range 29
Division/Unit: Administrative Services / IS
Reports to: Chief Technology Officer (IS Program Manager)
FLSA Status: Exempt, Not overtime eligible
Representation: Not represented
Position Location: Park Place Building, 859 Willamette Street, Eugene, OR, Schaefers Building, 1015 Willamette Street, Eugene, OR, or other locations as needed.
<p>Position Purpose: The primary role of this position is to be accountable for LCOG’s Local and Regional IT data center infrastructure and operations and to provide technical leadership and support for Regional Broadband. This includes in-house and hosted server environments, associated storage systems, and the Park Place Interconnect facility, to ensure high levels of availability and security. Leads agency efforts to enhance infrastructure and operations through process improvement, automation, and implementing a customer-centric approach to data center management. A key leader in regional broadband and telecommunications, this role directly contributes to the management of infrastructure components and relationships needed to deliver optimized regional data center services</p> <p>Note: Essential competencies of this job are described under the headings below. They may be subject to change at any time. The omission of specific statements of duties does not exclude them from the position, if the work is similar, related, or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee.</p>

Position Essential Functions

Data Center-Specific Tasks:

Coordinates and manages regional telecommunication operations, maintenance, and build-out activities. Achieves high operational reliability standards, minimizing outages and ensuring rapid service restoration when outages occur.

Manages the design, development, and pricing of middle mile services to participating public agencies and other entities.

Creates opportunities for relationships that will better utilize the network of participating agencies to best position the region to compete in a competitive telecom marketplace.

Commits to and leads continual service improvement efforts in infrastructure and operations. Fosters a collaborative culture and mindset driven by the opportunity to ensure successful public/private partnerships within LCOG's regional datacenter and Park Place interconnect site.

Leads the development of a technical roadmap, in conjunction with enterprise architectural standards, and ensures integration with the overall IT and enterprise strategic plans.

Provides leadership and expertise in large-scale telecommunications system architectural design consistent with enterprise architecture standards to ensure appropriate redundancy, fault tolerance, capacity planning/storage management, and product lifecycle support. Ensures licensing compliance of all data center products.

Maintains and supports environmental controls and monitoring, power, and security systems.

Manages the activities and workload of enterprise infrastructure and operations across IT process and project-specific work, including but not limited to, event management, incident management, problem management, change management, configuration management, knowledge management, and service-level management.

Builds and maintains relationships with other IT leaders to develop a clear understanding of business needs. Ensures cost-effective delivery of IT datacenter

services to meet those needs and responds with the agility required to address changing business priorities.

Develops annual operating expenditure (opex) and capital expenditure (capex) estimates for data center operations budget to ensure consistency within the overall LCOG 248 fund and the strategic objectives of LCOG and public/private members.

Contributes to and aligns with a formal governance mechanism to ensure that services can continue to be delivered in line with the agreed-on business outcomes.

Maintains competencies on new technologies and platforms -- including cloud computing and hybrid cloud computing -- and provides direction on what emerging technologies should be assimilated, integrated, and introduced in infrastructure and operations (I&O) to ensure that IT capabilities respond to the needs of LCOG's enterprise business strategy.

Provides leadership for the full life cycle of technical architecture, infrastructure engineering, infrastructure operations and service support.

Directs the development of a sourcing strategy and provides primary oversight for strategic vendor and partner relationship management.

Forecasts needs to maintain a modern, efficient regional data center. Continually looks for leading-edge and innovative solutions to meet evolving regional goals and objectives.

Adopts new techniques and practices to complement the change in focus as the data center evolves and expands.

IT/Cloud Systems Tasks:

Ensures the integrity and security of enterprise data on in-house and hosted servers, and during data transfer in accordance with business needs and industry best-practices regarding privacy, security, and regulatory compliance.

Manages server accounts, permissions, access rights, and storage allocations in accordance with best practices regarding privacy, security, and regulatory compliance.

Performs server maintenance, updates, and security audits.

Monitors and tests routine system backups and perform restores.

Anticipates, mitigates, identifies, troubleshoots, and resolves hardware and software problems within the Agency's in-house and cloud server/storage environment.

Escalates incidents as necessary.

Performs server/storage asset management, including maintenance of component and software inventory, and related documentation and important technical specifications information.

Supports application development teams throughout project lifecycles.

Analyzes systems and server performance and optimize the environment.

Recommends, schedules, and performs software and hardware improvements, upgrades, patches, reconfigurations, and/or purchases.

Develops, documents, and maintains policies, procedures and associated training plans for system administration and appropriate use.

Works with members, vendors, consultants, and contractors, to understand priorities and set the right expectations for deadlines and status reporting.

The nature of this position requires after-hours system maintenance and support as needed. However, this maintenance is generally planned, and the person in this role may work with the manager on a flexible schedule to balance their time and the Agency's business needs.

After hours technical support as needed.

Performs other duties as required.

Additional Knowledge, Skills, and Abilities

Bachelor's or Master's degree in computer science, information systems, a related field, or equivalent experience.

Minimum five (5) years direct experience installing, supporting, troubleshooting, and maintaining data center systems (to include monitoring, performance tuning, and resource utilization) in a large, multi-agency, multi-application environment required.

Experience with enterprise server operating systems and knowledge of installed applications and networks preferred.

Minimum five (5) years' experience in large, cross-functional teams influencing senior-level management and key stakeholders effectively across the organization and within complex contexts preferred.

Proven experience or demonstrated capability in leading IT transformational initiatives preferred.

Business knowledge, technical skills, and competencies that balance between growing the agility required to achieve digital business and regional broadband objectives and ensuring that the core IT functions are reliable, stable, and efficient.

Exceptional leadership skills, with the ability to develop and communicate a Data Center and Systems Management vision that inspires and motivates staff and aligns with the agency's IT and business strategy.

Ability to build collaborative partnerships with LCOG members and regional partners, and to demonstrate the business value of IT including effective influencing and negotiation skills in an environment in which resources may not be in direct control of this role.

Ability to enable cost-effective and innovative shared solutions in the achievement of regional broadband goals.

Excellent analytical, strategic conceptual thinking, strategic planning, and execution skills.

Deep understanding of current and emerging datacenter and systems management technologies and practices.

Success in leveraging traditional best practices, such as IT service management (ITSM), as well as emerging methods, such as Agile Project Management, that are optimized for agility.

Strong vendor management and partner relation skills to identify and leverage resources internal and external to the enterprise to enhance capabilities that support regional broadband objectives.

Excellent verbal and written communication skills, including the ability to explain technical concepts and technologies to business leaders, and business concepts to agency staff and stakeholders.

Working knowledge of a range of diagnostic utilities. Knowledge of industry-standard security practices for data center products.

Must be able to perform needs analysis, project planning, scheduling of resources, and industry trend analysis for data center and systems strategic planning.

As the Data Center and Systems Manager role expands the responsibility of supervision of employees may be added. This would require the ability to lead, manage, and train others, and the ability to objectively review, evaluate, and document the performance of employees. Ability to delegate and coordinate coverage and projects.

Must be able to handle difficult situations with diplomacy in a professional manner.

Ability to maintain the security of sensitive and confidential information.

An equivalent combination of related education and experience may be substituted for the education and experience requirements above.

Other Duties of Position

Provides back-up support to other positions in case of absence or work overload.

May provide guidance, assistance, and training to information services and other staff.

Commitment to working effectively and collaboratively with colleagues, members of the public, clients, and others from diverse backgrounds, in support of an inclusive and respectful environment.

Regular and on-time attendance.

Ability to physically perform assigned duties.

Minimum Qualifications

Education and Experience

Bachelor's or Master's degree in computer science or related field, plus five years of progressively responsible experience in providing IT Services, or any combination of education and experience that would provide the applicant with the required knowledge, skills, and ability to perform the job.

Licenses, Certificates, and Other Requirements

Valid Oregon State driver's license or the ability to obtain reliable transportation to various sites within Lane County. The ability to pass a criminal background check.

Signatures

Employee signature and date _____

Manager signature and date _____

Human Resources signature and date _____