

THE UNIVERSITY OF WYOMING JOB DESCRIPTION

This is a description of a staff position at the University of Wyoming not a job opening announcement. Look for current job openings at the following link: [UW Human Resources](#).

The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

Title: **MANAGER, DATA CENTERS**

Reports To: Designated Supervisor

UW Job Code: 3756

UW Job Family: 38 - Computer Professional

SOC Code: 11-3021

FLSA: Exempt

Pay Grade: 26

Date: 6-19-08

JOB PURPOSE:

Manage the daily operational functions of the University Data Center and the Wyoming Technology Business Center Data Center; supervise and direct all Data Center staff; monitor staff performance; interpret and apply University, state and federal regulations, policies and procedures; comply and analyze data; develop, design and implement "Best-in-Class" Data Center processes; communicate, train and review processes with all Data Centers' staff; prepare reports; develop short- and long-range plans for metrics and review, upcoming initiatives and scheduled outages; develop and conduct annual inspections, maintain/update processes; maintain accurate records; provide strategic leadership for the Data Centers which includes working with other Information Technology senior leadership, and develop plans for future Data Center initiatives.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Manage all aspects of the daily operations including supervising staff and evaluating performance of the University's Data Center and the Wyoming Technology Business Center Data Center operations including, but not limited to organization, management, training, providing expert-level troubleshooting and being on-call 24/7 for breakdowns and problem issues such as a break/fix issues outside the normal business hours, reviews and inspections, supervision, reporting, evaluating and strategic planning.
- Supervise and direct all Data Center staff and monitor performance of their assigned duties.
- Develop and analyze data, prepare reports; develop and maintain "Best-in-Class" Data Center processes including, but not limited to change management, daily operations, outage and emergency processes; regularly communicate, train and review the processes with all personnel associated with the Data Centers; assess adherence to processes and implement a plan to increase adherence.
- Communicate with Information Technology partners, Data Center clients and management, as appropriate, regarding Data Center metrics, upcoming initiatives and any scheduled downtime.

- Develop and administer a comprehensive annual inspection, maintenance and update process (es), log all inspections, maintenance and update activities.
- Work with appropriate senior leadership to provide strategic leadership and plans for the Data Center.
- Interpret applicable University, state and federal regulations, policies, and procedures.
- Establish and maintain customer/client relationships.

SUPPLEMENTAL FUNCTIONS:

- May prepare presentations, as requested.
- Assist supervisor or other staff, as assigned.

COMPETENCIES:

- Attention to Detail
- Individual Leadership
- Developing Organizational Talent
- Adaptability
- Quality Orientation
- Strategic Planning
- Formal Presentation Skills
- Quantity of Work

MINIMUM QUALIFICATIONS:

Education: **Bachelor's degree**

Experience: **4 years work-related experience**

Required licensure, certification, registration or other requirements: **Valid driver's license**

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Applicable University regulations, state, and federal regulations.
- Applicable computer software/hardware/specialized equipment used in Data Centers.
- Industry best practices for Data Center operations.
- Data Center processes including, but not limited to change management, daily operations, emergency and outage management processes.
- Policy development and revision.
- Short- and long-term goal setting and achievement strategies.
- University and human resources policies, practices, processes and procedures.
- Building automation systems and best practices pertaining to Data Center monitoring and notification.
- Business continuity and disaster recovery best practices.
- Data Center troubleshooting processes and procedures.
- General information technology principles including networking and servers.

- Project management principles and tools.
- Best practices for Data Center layout to facilitate HVAC and efficient operations.
- Information Technology and business issues at the management level.
- Data Center electrical, mechanical and HVAC systems.

Skills and Abilities to:

- Manage, operate, maintain and improve Data Center operations.
- Effectively operate data center building automation systems and other Data Center equipment.
- Troubleshoot data center problems and involve appropriate IT, Physical Plant Personnel and vendor personnel.
- Assess adherence to processes and implement a plan to increase adherence.
- Resolve conflict, build, and maintain relationships with clients, vendors and University of Wyoming personnel.
- Lead advanced Data Center technical projects.
- Support and interact with multiple teams with diverse needs.
- Develop cost estimates and prepare bids.
- Plan, develop, organize and prioritize various tasks with conflicting priorities.
- Be available on-call and respond to emergency/urgent needs as appropriate.
- Keep accurate and detailed records and perform associated data analysis.
- Develop appropriate metrics and communicate them in a meaningful manner.
- Communicate effectively, both orally and in writing in a public or one on one setting.
- Identify and understand complex technical and business requirements.
- Identify single points of failure and develop/implement a plan to mitigate the risks.

WORKING CONDITIONS:

Standard office environment; occasionally exposed to chemical, mechanical, and/or electrical hazards and temperature changes.

Authorized by Classification/Compensation, Human Resources

Employees may be requested to perform job-related tasks other than those specifically presented in this description. Participating in the University's hazardous waste minimization program is part of the job of each employee who uses (or may come in contact with) hazardous materials. Fair Labor Standards Act (exempt/non-exempt) is designated by position. University of Wyoming actively supports Americans with Disabilities Act and will consider reasonable accommodations.