



EMPLOYMENT OPPORTUNITY
Posted 11/16/09

| | |
|----------------------------|---|
| Job Title | Regional Data Center Manager - California |
| Department | Information Services - 8473 |
| Reports to | Enterprise Data Center Manager |
| Position Summary | The Regional Data Center Manager is responsible for providing operational oversight and management of a 11,000 sqft data center located in southern California, including the supervision of staff, contractors and vendors. As the point person for escalation and resolution of critical facilities issues, this role will ensure the operations of the facility provides both high availability (managing system redundancy/maintenance) and high scalability (capacity planning and management). The DC Supervisor will work in a collaborative manner to ensure all internal and external customer operational requirements are met, IT services staff are supported effectively and support vendors are delivering quality services. |
| Essential Functions | <ul style="list-style-type: none"> • 24/7/365 monitoring to obtain operational stability and performance of all equipment and environmental associated with the Data Center and appropriately report and escalate problems in accordance with established SLA's, processes and procedures • Maintain and report on operational performance as outlined in Service Level Agreements between the Data Center and technology owner. • Develop and implement a system maintenance plan to achieve SJHS high availability computing goals, preparing and managing Disaster Recovery drills • Provide input and recommendations regarding business continuance issues and improvements to the operations of systems and processes supported. • Develop and maintain environmental and systems tools used to monitor, predict and report on the well being of the infrastructure. • Work closely with vendors to manage services such as supply and maintenance of commercial power feeds, backup generator, Automatic transfer Switch (ATS), HVAC, UPS, fire detection and suppression systems and bring resolution. • Conduct continuous diagnostics and preventive maintenance on all equipment • Key contributor and active member of a team that drives problem identification and resolution during critical outages and disaster recovery procedures. • Develop and implement an effective Capacity Plan • Establish lifecycle management plans for data center environmental systems, hardware and equipment • Develop and maintain an effective data center security plan in conjunction with the overall SJHS Security Plan • Support hardware, software installations and configuration • Manage change consistent with SJHS change management procedures and protocols • Aid in development and be responsible for performing to a data center budget, finding innovative ways to keep operational costs to a minimum, while supervising capital enhancement projects. |
| Key Qualifications | <ul style="list-style-type: none"> • Bachelors degree in MIS or a related field or equivalent work experience • Five or more years supervisory experience of a medium to large data center facility for production and operations support. • Effective communication skills (written and verbal) to facilitate the planning, operations and overall management of a high availability data center environment. • Extensive experience delivering in a Service Level managed practice. • Ability to organize and direct an Operations Center (OC), managing and maintaining a service and element monitoring environment to support all elements of the business. • Proven team leadership and organizational skills with the ability to motivate a team to deliver high-quality, high-availability services. |

- Demonstrated teamwork skills with the business units and other IT teams to ensure the successful implementation and support for service request and/or project efforts.
- Knowledge of sustainable facilities technologies and methods.
- Demonstrated computing skills that show the ability to manage and report on facilities data trending, tracking and analysis.
- Decisive leadership and issue management skills in support of internal customers and facilities and IT teams deployed to the data center.
- Excellent understanding of electrical and mechanical systems in use in medium and large data center environments including feeders, transformers, generators, switchgear, UPS systems, ATS/STS units, PDU/PMM units, chillers, air handling units, cooling towers and CRAC units and fire suppression systems.
- Proven crisis management expertise in handling complex and critical facilities events.

Minimum Position Qualifications:

Education: Bachelor's degree in computer science or electrical engineering or equivalent experience.

Experience: Five or more years experience management experience at a medium or large data center facility

License/Certification: ITIL v3

For consideration: Fax resume to (714) 347-7540 or e-mail to: SJHSHR@STJOE.ORG.