Units

DIRECTOR OF DATA CENTER OPERATIONS	1024	Mgmt. - District
DEPUTY DIRECTOR OF DATA CENTER OPERATIONS	4805	Mgmt. – Unit J

DEFINITION

Plans, organizes and directs the activities of the Data Center Operations Branch, Information Technology Division. The Deputy Director assists in the management of the Branch and acts for the Director as required.

TYPICAL DUTIES

Directs the strategizing, planning, implementation, and procurement for all the data center systems such as servers and facilities.

Directs the activities of employees responsible for data processing operations and the planning and implementation of a wide variety of new and revised applications and designs on the operating systems generation of data center systems.

Establishes procedures and monitors the activities of the computer hardware control section including data center asset management, inventory, tagging, staging, and delivery of computers and peripheral equipment.

Develops policies and procedures regarding batch processing, production runs, back-up and restoring procedures, inventory records, and installation procedures effecting data processing operations

Monitors and is responsible for hardware, electrical, air conditioning, fire suppression system, equipment operation, and production standards for the LAUSD main data center, virtual data centers, server farms, data pods and nodes.

Manages data centers, nodes, and server farms for UNIX, LINUX, and Windows systems.

Manages contracts for quarterly maintenance.

Meets with District executives, division administrators, branch directors, and others to identify data processing needs and develop and recommend solutions.

Establishes standards, schedules, and prioritizes including contingency plans and directs the allocation of resources in emergencies.

Communicates with vendors, contractors, customers, and industry to identify future growth needs, demonstrate and observe technology methodology, and to establish and negotiate time lines.

Makes presentations to Board Members, special committees, school administrators, vendors, contractors, and the public to provide information regarding the types and quality of service available.

Evaluates employee training needs, job performance evaluations, and hiring and promotion recommendations.

Plans, and administers the branch budget and controls expenditures.

Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

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.

The IT Administrator, Shared Technical Services plans, organizes, and directs the activities of a branch that is responsible for the planning, administration, and maintenance of enterprise-wide servers, databases, operating systems and related software and multiple data center operational functions.

A Manager of Data Center Operations directs and is responsible for equipment and operations during a shift operation in the central and remote processing service locations of the District.

SUPERVISION

General direction is received from an IT Administrator, Shared Technical Services or Senior Administrator, IT Infrastructure. General supervision is exercised over supervisors and Managers of Data Center Operations and lower level data processing operations personnel.

CLASS QUALIFICATIONS

Knowledge of:

   Data processing operating systems, compilers, service and maintenance programs, and
      operating systems software
   Characteristics and capabilities of computing, data entry, data communications, and related
      equipment
   Management information systems concepts, including characteristics of information processing
      systems
   Principles of organization, management, and work simplification
   Software systems, including stored program concepts, multi-programming techniques, use of
      job control language, and library routines
   Methods of project and process control, budgeting, and cost analysis
   Organization of the District
   Pertinent collective bargaining law and labor agreements in the District
   Concepts of progressive discipline
   Principles of training and supervision
   Emergency response for hardware, electrical air conditioning, and fire suppression systems for
      main data center and server farms.
   Project management processes and procedures
   Management and operation of cloud and virtual data centers

Ability to:

   Plan, organize, control, and direct technical and diversified activities
   Analyze and interpret technical materials
   Develop and direct the installation of improvements in information processing equipment
      operations, systems software, document control, and related matters
   Apply knowledge of new data processing equipment and methods to effect improved technical
      planning equipment selection, and operations
   Formulate and express ideas clearly and effectively in writing and orally
   Conduct and participate in meetings and conferences
   Maintain effective relationships with District personnel, and representatives of manufacturers
      and other organizations
   Direct and evaluate staff training

ENTRANCE QUALIFICATIONS

Education:

Graduation from a recognized college or university with a major in computer science or a related field. Additional supervisory experience in data processing operations as described below may be substituted for the required education on a year-for-year basis provided that the requirement of a high school diploma or equivalent is met.

Experience:

Three years of supervisory experience over data center operations such as server farms, equipment operations, document control, and evaluation and installation of hardware and software systems in a large-scale computing facility with a minimum of 10,000 users.

Special:

Information Technology Infrastructure Library (ITIL) Foundation level certification is preferred.
A valid California Driver License.
Use of an automobile.

SPECIAL NOTES

1. Exempt from FLSA.
2. An employee in this class may be subject to the reporting requirements of the District's Conflict of Interest Code.

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
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PJO