

DATE OF POSTING: November 27, 2019

TERMINATION DATE FOR APPLICATION: December 6, 2019

POSITION: **DATA CENTER ANALYST**

COMPENSATION/BENEFITS: Per SSA/USO Contract
Grade H

STAFF RELATIONSHIP: Responsible to Michael Schweikert
Operations Manager

EMPLOYMENT DATE: January 2, 2020

SEND APPLICATION AND RESUME TO: **Human Resources Department**
Michigan Education Association
1350 Kendale Blvd., P.O. Box 2573
East Lansing, MI 48826-2573

BASIC PERFORMANCE EXPECTATIONS:

The IT Data Center Analyst is responsible for the delivery of IT services. The position is primarily responsible for the following:

- Administration and maintenance of systems to ensure proper operation and availability.
- Operation of data center processes and procedures, ensuring that all services and systems meet their operational targets.
- Administration and control of all aspects of the scheduling, monitoring and control of operational workloads.
- Administration and control of storage media, backup and recovery schedules, testing, storage planning, allocation, monitoring and decommissioning.

Secondary responsibilities include receiving, documenting, resolving, escalating, and monitoring the progress of issues and support requests reported to the IT Service Desk.

This position requires working in an IT support role with shift assignments and the ability to work under pressure to meet tight deadlines and performance goals.

Extensive work with end user and IT staff members is required to understand, improve, and enhance the usage of Information Technology in enterprise business processes.

ASSIGNED DUTIES:

System Administration:

- Administer system hardware and software configurations
- Control production system hardware and software configurations
- Monitor systems and applications for proper operation and performance
- Apply vendor provided maintenance to systems and applications

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ASSIGNED DUTIES (continued):

- Detect, diagnose, isolate and correct system operational failures
- Support incident and problem management activities with system expertise and troubleshooting

Operations:

- Operate and implement all data center processes and procedures
- Investigate, diagnose, and take prescribed actions on all operational events, alarms and incidents
- Monitor all operations and services to ensure service quality is being delivered on a daily basis
- Maintain daily operational logs and journals on all events, warnings, alerts and alarms, recording and classifying all messages; maintain all operational data collection procedures, mechanisms and tools
- Maintain all operational documentation, processes, management and diagnostic tools
- Ensure that all routine maintenance tasks are completed on all operational systems
- Ensure that all IT data center equipment is maintained according to policies and recommendations and perform regular checks on data center environmental equipment and conditions
- Develop and maintain system scripts that will enhance operational processes and procedures
- Participate in incident, problem, and change management activities

Scheduling:

- Prepare and maintain day-to-day workload schedules, including production changes, in line with scheduling guidelines
- Ensure that operational workloads are run according to their defined schedules
- Process ad hoc workload requests when requested and approved
- Develop and Administer automated scheduling tools and infrastructure
- Develop and maintain all necessary operational scheduling documentation
- Produce workload scheduling reports that report results of schedules and job runs in a timely fashion

Storage Management:

- Interface with other IT teams to ensure that all requirements are met by current backup and recovery policies
- Administer backup and recovery packages and tools
- Manage and maintain media and vaulting mechanisms
- Monitor backup jobs and schedules to ensure these take place without error

Service Desk:

- Promptly process all requests and problems that come into the service desk for the Information Technology Support Services and Facilities Services departments via phone, fax, e-mail, etc.

ASSIGNED DUTIES (continued):

- Make the first attempt at incident resolution to minimize impact to business
- Provide service request routing and monitoring
- Follow prescribed support methodology and established escalation procedures
- Keep end users informed on the status and progress of requests and incidents
- Follow-up with end users to verify problem resolution
- Document the resolution of all problems personally resolved
- Record information into service desk software for tracking, analyzing and reporting functions
- Document problem solutions into the knowledge base and work with other support personnel in maintaining the knowledge database of support issues

Train team members on all of the above items.

Achieve and maintain a current level of knowledge and understanding of technology and related subjects by reading trade journals, attending user group meetings, specials seminars, trade shows, peer training sessions, and training classes and demonstrate this level of knowledge by achieving and maintaining current professional certifications as designated by management.

Proactively participate in the improvement of IT services by collecting and analyzing metrics and making recommendations for improvements in the processes, operations, technology and procedures used by ITSS to support enterprise goals.

Establish and maintain successful relationships with business users and and/or external clients/vendors.

Perform other job-related duties as assigned.

MINIMUM REQUIREMENTS:

One of the following:

- An associate degree in an information technology related field, three years of recent technical systems administrator and application support experience, and two varied applicable professional IT certifications, such as data center administration, system administration, or backup administration.

OR

- Graduation from a standard high school or vocational school, five years of recent technical systems administrator and application support experience, and three varied applicable professional IT certifications, such as data center administration, system administration, or backup administration.

Ability and flexibility to work various assigned shifts;

Demonstrated ability to work independently;

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MINIMUM REQUIREMENTS *(continued)*:

Ability to communicate tactfully, courteously, and effectively; and

Ability to maintain a positive attitude and respond to changing priorities and processes.

October 17, 2012