



City of Tempe

DATA CENTER SUPPORT SPECIALIST

JOB CLASSIFICATION INFORMATION				
<i>Job Code:</i>	149		<i>FLSA Status:</i>	Non-Exempt
<i>Department:</i>	Internal Services		<i>Salary / Hourly Minimum:</i>	\$19.681250
<i>Supervision Level:</i>	Non-Supervisor		<i>Salary / Hourly Maximum:</i>	\$26.574038
<i>Employee Group:</i>	NSU		<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified		<i>Market Group:</i>	IT Services Consultant II+
<i>Drug Screen / Physical:</i>	N	N	<i>EEO4 Group:</i>	Technicians

DISTINGUISHING CHARACTERISTICS

REPORTING RELATIONSHIPS
 Receives general supervision from IT Supervisor or from other supervisory or management staff.

MINIMUM QUALIFICATIONS	
<i>Experience:</i>	Three years of responsible data center and operations experience to include experience with job scheduling and job control language on various HP-UX, HP3000 and Net servers. Ability to use and understand technical manuals and documentation.
<i>Education:</i>	Equivalent to the completion of the twelfth grade supplemented by specialized training related to Information Technology and Data Center Activities.
<i>License / Certification:</i>	None

ESSENTIAL JOB FUNCTIONS

Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.

To actively support and uphold the City’s stated mission and values. To perform a variety of complex technical duties involved in the scheduling and running of application processes; and to assist the Data Center and Network Operations Supervisor in ensuring that all production files and output have run according to job schedule and application parameters.

OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Perform job duties adequately and properly; follow personnel and department policies and operating procedures; show respect, tact, and courtesy in dealings with coworkers and the general public; behave in a manner that does not obstruct or hinder other employees from completing their duties; act in a manner that is safe and follow the City's safety procedures at all times.
- Perform daily data backups using enterprise wide backup/recovery software.
- Maintain detailed records regarding items being sent/received from our off-site data storage vendor.
- Monitor and verify successful execution of batch processes utilizing multiple automated job schedules residing on HP-UX, NT and legacy servers.
- Print and distribute various outputs created by batch and real time processes.
- Perform service requests initiated by internal ITD customers and various departments throughout the City.
- Verify successful transmission/receipt of electronic file transfers to various financial institutions.
- Create bootable recovery tapes for HP-UX and legacy servers.
- Ensure all security procedures are followed and enforced within the Data Center.
- Maintain tape media library.
- Assist in maintaining the City's Disaster Recovery Plan and ITD Emergency Contact information.
- Operate and monitor computer and network systems as well as other various peripheral computer equipment.
- Identify and evaluate hardware, software and operational problems; assist ITD staff and/or outside vendors with problem resolution.
- Set priorities and follow-up to ensure coordination and completion of assigned work.
- Upgrade and modify legacy operating systems upon request.
- Install, maintain and update various third party software and utilities.
- Communicate effectively with other City employees, technical staff, management, vendors and contractors.
- Provide 24/7 on-call coverage for Data Center Support.
- Perform special projects as assigned.
- Maintain and order all supplies used within the Data Center.
- Clean and maintain all equipment that reside in the Data Center.
- Perform related duties as assigned.
- Physically present to perform the duties of the position.

PHYSICAL DEMANDS *AND* WORK ENVIRONMENT

- Pending

COMPETENCIES		
CLASSIFICATION LEVEL	INCLUDES	COMPETENCIES
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision
<p><i>For more information about the City of Tempe's competencies for all classifications:</i> City of Tempe, AZ : Competencies</p>		

JOB DESCRIPTION HISTORY
<p><i>Effective November 1988</i> <i>Revised September 1996</i> <i>Revised October 2003</i></p>