Job Title: Data Center Manager

Job Code: 80337

JOB SUMMARY

The Data Center Manager is responsible for providing management support to Data Center staff and planning and administering acquisition/installation of hardware equipment, software, and maintenance agreements.

MAJOR DUTIES

- Supervises and plans work for assigned staff;
- Monitors the activities of personnel to ensure compliance with TCSG policy manual and department procedures;
- Develops and/or assists with the development of policies and procedures and recommends changes to effectively meet the goals and requirements of the program;
- Maintains knowledge of assigned program are and gives updates to management on services, operations, and projects;
- Evaluates employees at scheduled intervals upon reviewing of all relevant information;
- Conducts regular evaluations of services provided and makes adjustments as needed;
- Approves, plans, and schedules the installation and testing of new products and improvements;
- Designs and modifies table structure, queries, automated data entry processes, and reports;
- Develops standards and guidelines to guide the use and acquisition of software and to protect vulnerable information;
- Implements measures to safeguard information in computer files against accidental or unauthorized damage, modification or disclosure;
- Sets up and manages scheduling of updates and reports;
- Sets up processes for offloading data to external applications;
- Supervises specific access levels for each segment of the database;
- Tests programs or databases, corrects errors, and makes necessary modifications;
- Handles all data extraction, reporting, and user support for Achieving the Dream.

COMPETENCIES

- Knowledge of the installation process for software applications and operating systems
- Ability to provide technical support and assistance with hardware and/or software
- Ability to research and design queries and reports
- Ability to analyze user problems and recommend alternatives or solutions
- Ability to maintain network users, directories and the security of the system
- Ability to train all levels of staff to be proficient in areas of expertise
- Oral and written communication skills
Skill in interpersonal relations and in dealing with the public
Skill in the operation of computers and job related software programs
Decision making and problem solving skills

MINIMUM QUALIFICATIONS

Bachelor’s degree from an accredited college or university in computer science or a related field

OR

Three (3) years of experience in an Information Technology field which software applications experience designing, testing, and coding applications of related databases

Note: Experience may substitute for the degree on a year-for-year basis.

PREFERRED QUALIFICATIONS

Preferred qualifications may vary from location to location