

Data Center Operator (Hosting Services)

Job Description:

The Data Center Operator owns the responsibility of protecting customer data and ensuring all Hosting Services systems are secure, operational, and highly available. The Data Center Operator carries this out through continuous proactive system monitoring, system support, and system event preparation. The candidate must demonstrate the desire and ability to: 1) follow Data Center Standard Operating Procedures, 2) understand Data Center systems, 3) understand system applications, 4) effectively troubleshoot system events, 5) resolve system issues, and 6) perform preventative system maintenance. In addition, the Data Center Operator will be responsible, at times, for the Help Desk Support and therefore will interact with customers and system support staff.

Job Requirements/Knowledge:

The ideal candidate has experience in the following areas:

- Data Center Operations or highly available system environments
- Experience and familiarity with various client/server operating systems, hardware, software, and networking systems
- System Support
- Customer Service

The Data Center Operator must demonstrate:

- Ability to operate and monitor computer servers, networks, and systems
- Logical system troubleshooting and issue resolution
- Ability to follow Standard Operating Procedures
- Ability to perform backup of data files and systems
- Ability to perform checks, maintain logs, generate reports, and produce documentation
- Ability to perform recovery procedures
- Effective communication and organizational skills
- A commitment to teamwork

Special Requirements:

- Willingness to work 12 hour shifts (3 days on, 3 days off, 4 days on, 4 days off)