

**MICHIGAN TECHNOLOGICAL UNIVERSITY
CLASSIFICATION DESCRIPTION**

Job Title: SENIOR SYSTEMS ANALYST (2 Positions)
Department: INFORMATION TECHNOLOGY SERVICES & SECURITY (ITSS)
Salary Guideline: NEGOTIABLE BASED ON EXPERIENCE (No Less Than \$55,000)
Supervisor: HEAD OF INFRASTRUCTURE GROUP/SENIOR PROGRAMMER ANALYST

SUMMARY: Perform IT support functions within Information Technology Services and Security primarily in support of datacenter power, cooling, and storage systems.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Architect and implement datacenter systems including various switching equipment; storage and backup equipment; power, cooling, and monitoring systems; and test equipment.

Design, coordinate, and operate consolidated storage systems across all ITSS facilities. Coordinate monitoring and reporting of health and performance metrics for storage equipment. Coordinate maintenance schedules for storage equipment.

Oversee issue tracking systems across ITSS systems operations while acting as a facilitator to ensure timely service, appropriate issue routing, and quality control related to storage, power, and cooling.

Develop large scale project plans for strategic IT systems and assist ITSS programmers, analysts, and engineers with IT projects as needed.

Contact and negotiate effectively with vendors.

SUPERVISORY RESPONSIBILITIES:

Functional supervision may be exercised over professional staff and/or student assistants.

QUALIFICATION REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:

REQUIRED:

Bachelor's degree in computer science, electrical engineering, computer engineering or related field, or an equivalent combination of education and experience from which comparable knowledge and abilities can be acquired.

Four years of professional experience implementing technical projects in a mixed hardware environment.

Demonstrated experience configuring and managing storage equipment such as EMC Clariion, EMC Celerra, Compellent, HP MSA, and Promise arrays.

Experience configuring and managing datacenter equipment such as PDUs, UPSs, AC units, KVM, console servers, switches, and routers.

Experience using issue management and tracking systems, request tracking software, or help desk software.

Experience implementing and installing complex cabling system, cable management systems, and cabling documentation systems.

Substantial experience with MS Office tools such as Excel, MS Word, and MS Visio.

DESIRABLE:

Experience with the installation and maintenance of a wide variety of datacenter computing and networking equipment.

Experience using Numara Footprints issue management software.

Understanding of networking and storage protocols such as IPv4, IPv6, iSCSI, Fibre Channel, NFS, and CIFS.

Excellent troubleshooting skills with various tools like tcpdump, lsof, nmap, netcat, iptables, ifconfig, and netstat.

Experience with a variety of computer scripting/programming languages such as: Perl, Java, PHP, C/C++, PowerShell, and shell scripting.

OTHER SKILLS AND ABILITIES:

REQUIRED:

Excellent communication and interpersonal skills.

Willingness to work flexible hours and carry a pager/cell phone.

Ability to understand customer needs and provide quality services.

Demonstrated organizational and project management skills.

Demonstrated ability to communicate effectively across cultural boundaries and work harmoniously with diverse groups of students, faculty, and staff.