# Job Description

**Title:**  Data Center Tech  
**Job Code:**  DATATECH  
**Department:**  One Partner/Information Systems  
**FLSA Status:**  Non-Exempt  
**Reports to:**  Mac Scofield  
**Date:**  September 27, 2012  
**Salary Grade:**  C11  

## General Summary:
The Data Center Tech is responsible for monitoring computer systems throughout the data center. This position is responsible for reviewing, analyzing, and modifying program systems including testing, debugging and installing computer systems within the data center. The Data Center Tech will also provide support to HMG helpdesk.

## Main Responsibilities:
- Provide quality technical support for Network operations, Mainframe and Server operations, system monitoring, and problem management
- Monitor computer systems throughout the data center
- Support of data center core infrastructure operations: Server racking assistance, Power loading, UPS, Generator, HVAC, and Security.
- Assist in developing and implementing new processes and procedures, as well as perform updates to current documentation as required.
- Maintain an operations log of activities performed and problems encountered.
- Execute administrative tasks as directed by Infrastructure Management.
- Provide basic level support of Disaster Recovery processes in house, such as backup and restore processes, as well as offsite during Disaster Recovery drills and live occurrences.
- Complete special projects and related responsibilities as assigned with supervision.
- Provide basic help desk support for problems and service requests related to hardware, software, network/mainframe connectivity and application support
- Act as representative of technical services to internal customers
- Assist external customers with technical services
- Communicate with vendors on issues
- Troubleshoot applications – document research and resolution
- Maintain and troubleshoot interfaces for applications – document research and resolution
- Assist in evaluating new systems/applications and make recommendations

## Education/Experience/Knowledge:
- Associate or Bachelor’s degree in Computer Science or related field preferred and/or equivalent experience
- 5+ years experience in application maintenance/development
- Ability to work in a team environment and access other technical resources (human and mechanical) as needed
• Excellent organizational, communication, interpersonal, and time-management skills with the ability to multi-task and prioritize own work
• Knowledgeable of Operating Systems and Hardware
• Effective communication skills and the ability to work in a team environment.
• Experience in using PC technology including Microsoft Office suite.
• Motivated self-starter with the ability to work independently.

Physical/Mental Demands:
Combination of walking, sitting, standing, bending, reaching, and lifting. Must be able to lift up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. Occasional stress from balancing multiple tasks.

Disclaimer:
The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

Description Prepared by: _____ Kim Barton
Reviewed by: _____ Mac Scofield
Human Resources Approval: _____ Sherry Lark
Date: _____ September 27, 2012

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