

<b>Assistant Data Center Specialist Support Staff 3</b>	<b>Data Center Specialist Support Staff 4</b>	<b>Senior Data Center Specialist Support Staff 5</b>
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<b>Promotion criteria</b>	Entry level; requires exposure to computers, and data centers; demonstrated ability to learn new technology	Demonstrated ability to learn new technology and apply effectively; consistently accurate, timely, with good followthrough. Effective communication skills.	Demonstrated ability to learn complex new technologies in a range of different domains and apply learning effectively; demonstrated initiative anticipating problems; good problem solving skills; ability to guide others.
<b>Position Overview Statement</b>	Under general supervision, performs prints jobs, mounts/dismounts tapes, runs production, retrieves and loads paper, provides shuttle service for tape and print distribution, cleans work area, and maintains vehicles. Ensures maintenance is performed appropriately by vendors. Maintains basic technical knowledge, as well as a general understanding of dept business functions, processes and interdependencies in order to anticipate and initiate actions regarding computer operations.	Under minimal supervision, performs diverse and complex duties in support of data center operations. Maintains broad technical knowledge, as well as a broad understanding of dept and Institute business functions, processes and interdependencies, in order to anticipate and initiate actions regarding computer operations. May function as an individual contributor or coordinator of ongoing processes and/or projects.	Under minimal supervision, performs diverse and complex duties in support of data center operations. Maintains an in-depth technical knowledge, as well as an in-depth understanding of dept and Institute business functions, processes and interdependencies, in order to anticipate and initiate actions regarding computer operations. Functions as an individual contributor and coordinator of ongoing processes and/or projects.
<b>Inquiry Responses</b>	Responds to inquiries and performs tasks requiring a general knowledge of data center routine and work area policies and procedures. Appropriately escalates inquiries when unable to address or resolve them.	Responds to inquiries requiring a broad understanding of work area policies and procedures. Provides explanations and instructions, triages clients. Takes ownership of inquiries and ensures inquiries are addressed and resolved. Appropriately escalates inquiries when unable to address or resolve them. Follows up to ensure that inquiry has been addressed and resolved, even when it has been escalated to a more senior individual.	Responds to inquiries requiring an in-depth understanding of work area and MIT policies and procedures. Provides explanations and instructions; triages clients. Takes ownership of inquiries and ensures inquiries are addressed and resolved. Appropriately escalates inquiries when unable to address or resolve them. Follows up to ensure that inquiry has been addressed and resolved, even when it has been escalated to a more senior individual.

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<b>Problem Solving</b>	Resolves routine problems in a thorough and timely manner. Requires assessment of situations and use of pre-existing procedures. Some interpretation may be required. Maintains awareness of DEPT environment and identifies potential problems and issues. Addresses those problems or issues, OR ensures that they are brought to the attention of Shift Leader or Team Leader.	Resolves non-routine problems in a thorough and timely manner; uses discretion and knows who to go to in order to resolve issues and complete tasks. Requires analysis and interpretation of situations, and selection of approaches based on precedent in similar situations. Has a “see it, own it, solve it, do it” approach. Knows who to call with one call.	Resolves more complex problems in a thorough and timely manner; uses discretion and knows who to go to in order to resolve issues and complete tasks. This may include complex computer technology problems. Requires analysis and interpretation of a variety of situations and determination of appropriate course of an action. Resolution requires developing approaches based on understanding of precedents and past practices. Must have a thorough understanding of what they are doing when they correct a problem and what the consequences of their actions will be on DEPT’s and client’s businesses.
<b>Event management</b>	Takes appropriate action to respond to routine Data Center events; analyzes, communicates and resolves issues, escalates as required. Develops an understanding of impact of actions taken on more complex console events by discussing event with more senior person.	Takes appropriate action to respond to complex Data Center events; analyzes, communicates and resolves issues, escalates as required. Understands impact of action.	Takes appropriate action to respond to more complex Data Center events; analyzes, communicates and resolves issues, escalates as required. Understands impact of action.
<b>Confidentiality</b>	Deals with confidential issues (payroll and salary and pension and student information) using discretion and judgment.	Deals with confidential issues (payroll and salary and pension and student information) using discretion and judgment.	Deals with confidential issues (payroll and salary and pension and student information) using discretion and judgment.

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<b>Document Production and Distribution</b>	Uses email to communicate on fixes and to inform about work that has been completed or will be completed. Drafts emails that are sent to external departments, after review by a more senior level operator or supervisor. Produces usage reports (statistical). Has a basic understanding of Word and Excel and is able to both enter data and make simple spreadsheet modifications. Is able to create simple Word documents.	Creates rough drafts of documentation and takes and distributes meeting minutes. Creates work breakdown structures and timelines using Excel. Has a general understanding of Word and Excel. Is able to create spreadsheets and documents. Creates and sends correspondence to external departments. May track and report on team metrics (statistical reports). May write short 1-2 page reports and proposals.	Composes and edits internal documents, including operator and team procedures. Creates and sends correspondence to external departments. Tracks and reports on team metrics (statistical reports). Creates Word templates and Excel spreadsheets. Helps more junior Data Center Specialists in effective and efficient use of Office tools. Has a general knowledge of Filemaker and may be able to create Filemaker databases. May write 1-2 page reports and proposals.
<b>Process/ Project Participation and Management</b>	Participates and contributes to the work of ongoing sub teams and projects teams in DEPT.	Participates in projects (DEPT and Service Process). Produces status reports. May lead projects. Uses project management techniques (WBS, time estimates, scope statement development) when participating on or leading projects.	Leads and/or participates on DEPT sub teams and project teams. Leads ongoing process work within the project when in project leadership role. Participates on project teams.
<b>Asset Management and Floor Planning</b>		Enters data into asset management tool.	Manages the asset and floor place management application and the associated hardware.
<b>Supplies and Equipment Management</b>	Orders supplies and equipment on a routine basis (either electronically or using SAP); matches invoices to packing slips, validates delivers. Manages inventory and orders replacement inventory as needed for the print or tape backup areas, and/or automobile repair and maintenance.	May order supplies and equipment on a routine basis (either electronically or using SAP); and match invoices to packing slips and validate deliveries. May manage inventory and order replacement inventory as needed in own area of responsibility.	May order supplies and equipment on a routine basis (either electronically or using SAP), and match invoices to packing slips and validate deliveries. May manage inventory and order replacement inventory as needed. May recommend budget amounts, and special purchases in own area of responsibility. May provide trend or usage reports.

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<b>Research and Data Management</b>	Gathers information for the print areas including monthly and quarterly print metrics. Researches and gathers information for auto repair and replacement.	Gathers monthly and quarterly metrics on various areas, including tape mounts, phone and email requests, hardware failures, etc. Researches and gathers information for projects.	Gathers monthly and quarterly metrics. Researches and gathers information for more complex projects. Identifies technical and business requirements. May gather information from multiple sources, including online sources, vendors, and others external from dept (inside and outside of the Institute).
<b>Budget Monitoring and Reconciliation</b>	Checks purchases against statements, maintains appropriate files. Follows up on purchasing/accounting discrepancies in area of responsibility. Monitors print and auto maintenance expenditures against budget. Budget impact is indirect (through record keeping, data entry, etc).	May make routine purchases, check purchases against statements, and maintain appropriate files. May follow up on purchasing/accounting discrepancies in own area of responsibility. May monitor expenditures against budget. May make specific recommendations for purchases of non-routine supplies.	May make routine purchases, check purchases against statements, and maintain appropriate files. May follow up on purchasing/accounting discrepancies in own area of responsibility. May monitor expenditures against budget. May make specific recommendations for purchases of non-routine supplies. May make budget recommendations for other expenditures. May provide usage/consumption/trend reports.
<b>Maintenance of Operational Documentation</b>	Regularly reviews on-line documentation and provides feedback to Shift Leader and others on usability. Regularly reviews dept web site and is able to use web site content when performing own work.	Creates, maintains and updates on-line documentation. Regularly reviews dept web site and is able to use web site content when performing own work.	Designs, creates and updates dept web pages. Monitors usability and accessibility and makes changes as needed. Ensures all required documentation is available, current and up-to-date. Regularly reviews deptweb site and is able to use web site content when performing own work.
<b>Production Support</b>	Schedules printing, based on client requirements and printer availability. Maintains calendar of specific print requests. Schedules maintenance for the printers. Schedules and tracks vehicle maintenance. Transports tapes and prints; cleans work area.	Participates on internal project and processes. May participate in external projects. Schedules IBM maintenance for the printers.	Leads dept project teams and schedules team meetings. Participates on external project teams. Is involved in coordination of equipment shutdowns.
<b>Other Duties</b>	Performs other duties, as assigned.	Performs other related duties as assigned and/or required, including, when necessary, work normally performed at lower levels.	Performs other related duties as assigned and/or required, including, when necessary, work normally performed at lower levels.

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<b>Supervision received</b>	Receives general supervision from supervisor/manager. Work is closely monitored by supervisor/manager; detailed instructions and procedures are provided.	Receives minimal supervision from supervisor/manager. Work process is monitored by supervisor/manager; incumbent follows precedents and procedures, and may set priorities and organizes work within general guidelines established by supervisor/manager.	Receives minimal supervision from supervisor/manager. Employee selects from existing practices to determine specific work methods and carries out work activities independently; supervisor/manager is available to resolve problems or provide guidance as needed.
<b>Supervision exercised</b>	Not responsible for supervising others.	Guides work of others who perform essentially the same work. May organize, set priorities, schedule and review work, but has no responsibility to hire, terminate, review performance or make pay decisions. May informally coach and train others within the DEPT team on processes and procedures.	In the absence of a shift leader, guides or directs work of others who may perform similar or related work. Plans, organizes, prioritizes, and schedules work. Reviews work quality and output and processes to follow. May participate in interviewing potential candidates, contribute to performance reviews, make recommendations for training, and other development plans. Seeks opportunities to learn supervisory skills.
<b>Qualifications/ technical skills</b>	<p>High school education or equivalent and 1 year of transferable data center experience.</p> <p>Requires general working knowledge of own work and how it impacts the team. Ability to understand needs of unit and own responsibility.</p> <p>Computer skills; data entry, email, word-processing and Excel. Ability to operate mainframe, periphery computer equipment and servers. Basic internet skills to be able to do a search.</p> <p>Good interpersonal skills, as well as good oral and written communication skills, in order to</p>	<p>Associate's degree in a technical area and 2 years of transferable data center experience, OR an equivalent amount of education and experience.</p> <p>Requires general understanding of own work and how it impacts operations outside own work unit. Ability to recognize needs of unit and how it impacts other areas at MIT and understand own role relative to all areas.</p> <p>Computer skills; data entry, email, word-processing and Excel. Ability to operate mainframe, periphery computer equipment and servers, and to respond appropriately to equipment-related events. Ability to easily negotiate the Internet and perform searches. High level of familiarity with e-mail software (e.g.,</p>	<p>Bachelor's degree and 4-5 years of transferable data center experience, OR an equivalent amount of education and experience.</p> <p>Requires thorough understanding of own work and how it impacts operations outside own work unit. Ability to recognize needs of unit and how it impacts other areas at MIT and understand own role relative to all areas.</p> <p>Strong and varied computer skills; including email, word processing and Excel. Ability to operate mainframe, periphery computer equipment and servers, and to respond appropriately to equipment-related events. Understands computer architectures. Ability to easily negotiate the Internet and perform</p>

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	represent the work area.	Outlook, Eudora), and ability to do complex Internet searches.  Ability to learn new technology and apply knowledge to resolve problems and implement data center management tools.  Strong interpersonal skills, as well as strong oral and written communication skills, in order to represent the work area.	searches. High level of familiarity with e-mail software (e.g., Outlook, Eudora), and ability to do more complex Internet searches.  Ability to learn new technology and apply knowledge to resolve problems and implement data center management tools.  Excellent interpersonal skills and communication skills in order to represent the work area.
<b>Collaboration</b>	Works as part of a team. Expresses one's ideas and actively participates in-group discussions. Assists others. Responds to basic inquiries.	Collaborates with team; shares relevant information with those who may be affected by decisions. Participates in formal or informal group problem solving for immediate issues. Identifies issues in need of resolution within own work group. May provide basic facilitation for group discussions. May assist with issues that impact other areas.	Collaborates with team; shares relevant information with those who may be affected by decisions. Participates in formal or informal group problem solving for immediate issues. May provide basic facilitation for group discussions. Identifies and resolves issues in own work group. Assists with issues that impact other areas.
<b>Communication Effectiveness</b>	Communicates established processes and procedures. Answers general questions and refers more complex questions. Seeks additional information to perform assigned duties.	Communicates and interprets policies and procedures. Able to answer moderately complex questions and takes steps to ensure understanding. Shares information in a clear and concise manner. Tailors information to different audiences. Seeks additional information to perform assigned duties.	Communicates and interprets policies and may develop procedures. Conveys complex information to others and takes steps to ensure understanding. Shares information in a clear and concise manner. Tailors communication to different audiences. Seeks additional information to perform duties.
<b>Decision Making</b>	Duties and activities covered by specific instructions, standard practices, and established procedures that generally require some interpretation. Offers suggestions to solve problems in immediate work area.	Duties and activities covered by specific instructions, standard practices, and established procedures that generally require some interpretation. Automatically makes decisions on routine issues. Gathers input and makes recommendations to solve problems of higher complexity.	Decision-making guided by wide range of information, from specific instructions, standard practices and established procedures that generally require some interpretation, to general instructions and practices requiring interpretation. Automatically makes decisions on routine issues. Makes recommendations to solve more complex problems.

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<b>Influencing and Leading</b>	Seeks guidance and instruction as needed.	Serves as a training resource to less experienced staff, providing an example with regard to quality of work. Provides guidance in non-routine tasks. Takes advantage of professional development opportunities at MIT.	Serves as a training resource to less experienced staff, providing an example with regard to quality of work. Provides guidance and leadership in non-routine tasks. Ensures that others comply with established standards. Disseminates appropriate information gained from attending professional development opportunities.
<b>Critical Thinking and Problem Solving</b>	Chooses from established alternative approaches to find a solution. Makes suggestions to improve work methods and procedures. Identifies problems and finds solutions to routine situations, and escalates more complex problems to the attention of dept management. Uses relevant information from various sources to solve problems that impact own work area.	Through information gathering and analysis, identifies problems and develops solutions to complex problems. Makes recommendations for solutions to unique problems. Prioritizes work, taking into account own work area and needs of larger work area.	Through in-depth information gathering and high level of analysis, identifies problems and develops solutions to highly complex problems. Prioritizes work, taking into account own work area and needs of larger work area, project timelines and sponsor, and other deadlines.
<b>Responsibility and Accountability</b>	Work affects own work unit and multiple work units. Works within job-specific deadlines and schedules set by supervisor. Familiar with administrative and work-area procedures. Work is reviewed by supervisor. Deals with confidential issues (payroll and salary and pension and student information) using discretion and judgment.	Work may affect multiple units. Follows departmental procedures and recommends changes to work-area processes. Work is reviewed at key stages by supervisor. Accountable for the end product of own work, and may also be accountable for work of others; may also be responsible for performance of others (i.e., provide work direction and performance feedback) when specifically designated in such a role by Shift Leader or Team Leader. Deals with confidential issues (payroll and salary and pension and student information) using discretion and judgment.	Work may affect multiple units. Determines and may develop departmental procedures and recommend changes to work area processes. Work is reviewed at key stages or at final stage by supervisor, depending on the nature of the work. Accountable for the end product of own work as well as work of others; may also be responsible for performance of others (i.e., provide work direction and performance feedback) when specifically designated in such as role by Shift Leader or Team Leader. Deals with confidential issues (payroll and salary and pension and student information) using discretion and judgment.