

MANAGER FACILITY AND EQUIPMENT SUPPORT

POSITION PURPOSE

The Manager Facility and Equipment Support is responsible for the overall planning, design, installation and relocation of computer hardware and the overall planning, design, and maintenance for all raised floor computer rooms.

PROBLEMS AND CHALLENGES

The Manager Facility and Equipment Support has the challenge of planning, coordinating, installing, relocating, and removing large scale computer and peripheral equipment along with the associated changes to facilities while maintaining full operation of existing equipment and systems.

ESSENTIAL POSITION FUNCTIONS

PRINCIPAL ACCOUNTABILITIES

1. Plans, designs and directs the installation or relocation of systems hardware to affect good price/performance returns on enterprise Information Technology investments.
2. Confers with outside vendors, as appropriate, to insure that power, A/C, fire suppression and floor maintenance issues are addressed and resolved.
3. Coordinates the floor layouts, cabling and chilled water, as required.
4. Directs, motivates, delegates and empowers staff in the successful performance of their tasks and responsibilities while encouraging innovation.
5. Directs participation in the evaluation of the applicability of new systems hardware design and technical developments as they occur.
6. Insures complete documentation of all changes or enhancements to hardware installation designs.
7. Directs the development and administration of hardware design standards and procedures.
8. Insures complete documentation of all changes or enhancements to hardware installation designs that impact the enterprise's disaster recovery plan.
9. Manages the vendors and subcontractors in the development and completion of project tasks related to computer relocation and all raised floor computer room service.

10. Recommends and schedules all contractors and other vendors for specific assigned projects.
11. Recommends actions involving the hiring and termination of contractors and vendors.
12. Makes site inspections to insure and verify that the assigned projects are being completed according to the plans.
13. Resolves any problems encountered during project activity.
14. Recognizes and identifies potential areas where existing policies and procedures require change, or where new ones need to be developed as they pertain to computer facilities.
15. Fulfills departmental requirements in terms of providing work coverage and administrative notification during periods of personnel illness, vacation or education.
16. Performs all responsibilities within the guidelines of enterprise policies and directives at or above the enterprise's performance and evaluation standards.
17. Trains, supervises, assigns projects to, evaluates and is responsible for hiring/termination of staff to maintain optimum performance of job duties.

AUTHORITY

- ⇒ Direct the facilities and equipment staff.
- ⇒ Review and direct the work of support personnel to insure that they are adhering to enterprise standards and procedures, satisfying the requirements of the user departments, working within the cost limitations of the project.
- ⇒ Identify potential problems before they occur and implement solutions.
- ⇒ Control the planning and design of hardware to insure the most efficient possible operational environment.
- ⇒ Control the relocation and installation of hardware to insure the most efficient utilization of systems resources and the most efficient operation within the operating environment.
- ⇒ Determine feasibility of proposed assignment in terms of personnel, equipment, cost and time within the planning, design and installation/relocation scope.
- ⇒ Schedule and prioritize work to accommodate IT and customer needs while minimizing impact on current projects.

CONTACTS

Routine contact is required with all enterprise departments. Externally, significant contact is required with multiple vendors at any given point in time.

POSITION REQUIREMENTS

- ⇒ High school diploma or equivalent
- ⇒ 3 years in a technical trade school or a four year college degree is preferred or equivalent business experience acceptable
- ⇒ 5 years experience in facility planning and equipment installation, with 2 years in a management role preferred
- ⇒ Ability to plan and control projects
- ⇒ Ability to communicate effectively dealing with internal and external customers and vendors
- ⇒ Prior experience with large to very large enterprise computing environments to include multiple campus site locations

CAREER LADDER

The Manager Facility and Equipment Support will gain the experience with all phases of construction planning and contracting that could lead to facility planning and management positions at the division or enterprise levels.

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