

University of Rochester Information Technology
Data Center Director
Job Description
March, 2008

Overview

The University of Rochester (UR) is currently building a state-of-the art data center environment to expand our teaching and learning, healthcare, research, and performance capabilities. As part of this opportunity, UR is recruiting an experienced leader to oversee the Institution's data center environment. This Director level position reports to the Vice Provost/Chief Information Officer (VP/CIO), along with other Directors on the University IT leadership team. With guidance from the VP/CIO, the Director will be accountable for leading the University's data center organization and operations as we modernize to best meet the needs of our growing institution. Responsibilities will include leading a significant migration to a new primary data center at the start of 2009 and managing the use of the Institution's multiple data center sites.

As part of the University's strategic planning efforts, the successful candidate will work collaboratively with the distributed University community to ensure that Data Center staff understand, and are responsive to, the evolving institution needs, including growing our research cluster capabilities. Responsibilities include assessing systems and networks for criticality levels and developing strategies to promote efficiencies, reduce risk, increase system availability and allow for business continuity in a 24x7x365 environment.

The Director will lead multi-year planning efforts for the data center, building in the capability for flexibility to accommodate new initiatives as they arise. He/She will be accountable for maintaining data center resources and facilities to appropriately protect University systems. In addition, the successful candidate will recommend enterprise-wide data storage policies and practices.

Responsibilities Detail

MIGRATIONS TO THE NEW DATA CENTER AND MODERNIZATION EFFORTS

- Directs the Project Manager responsible for the implementation for the upcoming data center move. Responsible for Executive reporting as needed.
- Forecasts need for, and plans equipment migrations over time.
- Works with vendors and partners to ensure that opportunities for efficiencies are leveraged with appropriate consideration of risk.
- Benchmarks peers, keeps abreast of IT market trends.
- Responsible for improving University sustainability as it relates to data center opportunities.

COLLABORATION

- Establishes goals and objectives in coordination with the VP/CIO and various University advisory councils.
- Maintains a collaborative relationship with staff across the University, including College and Medical Center information technology and facilities staff, to ensure system integrity and that new system needs are identified and included in planning efforts.
- Recommends University policies and procedures related to management of data, information, and systems. Informs the community about best practices. Works with the IT leadership to leverage campus information access and services.
- Represents the University as an information technology leader as appropriate, at local, state, and national levels.
- Works among University staff, external subject matter experts, and vendors to establish technology direction and strategies pertaining to core infrastructure hardware and software, including Storage Area Networks, computing platforms, monitoring and utility software.
- Works collaboratively with peer and University leadership to manage priorities, allocate resources efficiently, and promote organization-wide process and constituent focus.

DATA CENTER ORGANIZATION

- Fosters an environment that is service focused, embraces the University IT values and recognizes team member contributions within the IT organization as well as across the University.
- With the data center team, develops professional development plans to allow staff to best meet the evolving needs of the institution and grow as IT professionals. Assures that staff is aware of the University's mission and University IT priorities.
- Provides leadership to University initiatives on business continuity and emergency planning.
- Provides leadership and mentorship to a team that welcomes, encourages and supports individuals who desire to contribute and benefit from the various missions of the University by recruiting and including diverse perspectives in all aspects of the organization's operations.

DATA CENTER OPERATIONS

- Provides leadership for envisioning the evolution of the next generation of hardware and software.
- Oversees, coordinates and evaluates the work of data center management and staff, including such disciplines as change management, capacity planning, metrics tracking, as well as management of power and cooling facilities present within the University data centers.
- Leads the support, maintenance and monitoring of data center activities, including access control, production control process development and all other aspects of managing a complex, multi-site data center environment with an equipment inventory of over 700 devices.
- Assists in setting priorities for use of resources.

- With the other UR leaders, ensures the implementation of features and products to provide appropriate controls over University information systems and networks.
- Manages department budgets and resources in coordination with the VP/CIO and University IT Finance Team.

COMMUNICATION

- Provides advice, guidance, and assistance to University staff and faculty on data center opportunities and matters.
- Where appropriate acts as the University point of contact for campus and healthcare partners, peers, vendors, government agencies, and other external groups.

Qualifications/Experience:

The position requires strong analytic skills and the ability to assess and express tradeoffs between control and risk as it applies to higher education and healthcare environments. It requires the ability to communicate effectively with diverse constituencies. The successful candidate must be result-oriented and measure and document progress achieved.

Minimum requirements include:

- Excellent communication skills, demonstrated ability to successfully interface at all University levels, including executive or board level.
- Strong commitment to customer service.
- Demonstrated ability to develop data center strategy for large, decentralized organizations and to make standards-based architecture recommendations and facilitate implementation.
- Excellent management and general leadership skills, including coaching and facilitation.
- High level of integrity and excellent judgment concerning data center processes and procedures.
- Ability to work with academic and business units to understand their needs in the context of data center services, make recommendations and document the business case for change where needed.
- Ability to understand and implement cultural change related to technology with an awareness that developing new IT practices involves both technology and people.
- Demonstrated team performance and change management skills.
- Bachelors degree in information systems or related disciplines. Master's degree in business, MIS or computer science preferred.
- Ten years of progressive IT-related work experience in information systems with a focus on data center or related areas, preferably in a complex, higher education/not-for-profit IT environment.
- Equivalent combinations of experience, training and/or education will be considered.

Candidates should send their resumes and reference list to University IT Director Search, University Information Technology, University of Rochester, PO Box 270020, Rochester, NY 14627-0020 or directorsearch@rochester.edu Our call for candidates is expected to continue through the end of May, 2008. *Due to the large volume of expected interest in this position, phone inquiries cannot be accommodated. Interested candidates are encouraged to follow the mail/e-mail process described above.*

The University of Rochester is an Equal Opportunity Employer. Women and minorities are encouraged to apply.