

Key Functions and Expected Performances

1. Participate in Problem and Incident Resolution by providing proper notification, escalation and documentation
 - a. Continually monitor displays, emails, and audible alarms for any abnormal activity, as well as act as an escalation point from end users calling in to the Network Operations Center.
 - b. Properly document all alarms, contacts, and escalations related to incidents.
 - c. Provide high level of customer service to both internal and external contacts related to incidents.
 - d. Communicate with other team members and upwards to management the status of all open incidents such that the Network Operations Center can act as a central point of communications related to all incidents.
 - e. Assist others in finding the proper escalation point, whether within the Network Operations Center or elsewhere.
 - f. Utilize tools within the Network Operations Center to communicate en masse to ITS Management and the greater Vanderbilt Community.
2. Follow established system security requirements and operating procedures for Incident, Problem, Change and Release Management.
 - a. Open, update and close trouble tickets with all relevant information.
 - b. Operate computers and peripheral equipment according to operating procedures and specific instructions as they apply to systems, data, voice and television networks.
 - c. Validate symptoms reported by monitoring systems through basic networking tools.
3. Perform regular walk-through inspections of the data centers for visual and environmental indicators outside of normal parameters of operation and follow established procedures of resolution.
 - a. Perform backup tape swaps with offsite couriers as scheduled
 - b. Inspect all systems for visible and audible indications of error
 - c. Examine environmental control systems for errors, warnings and alarm conditions
 - d. Understand the use of fire suppression systems and emergency power off systems within the data center
4. Provide timely service to optical scanning customers of the Network Operations Center
 - a. Operate the optical scanning system to automatically evaluate examinations, surveys and evaluations
 - b. Maintain confidentiality of data processed by the Network Operations Center
 - c. Follow written protocols for receipt and delivery of scanning materiel
5. Act as a steward of the data center environment
 - a. Perform installation and removal of rack mounted equipment within the data centers, including the creation of patch cables
 - b. Properly document all moves, adds, changes and deletions within the data center environment
 - c. Regularly perform inventory audits of the data centers

- d. Update drawings of the data center environment
 - e. Properly label all systems, cables and connections according to written procedures
 - f. Act as an escort for contractors and others as defined by the Vanderbilt University Data Center Access Control Policy
 - g. Maintain the security of the data center environment
 - h. Remove debris and other trash from the data center
6. Draft and assist in developing operating instructions and procedures by maintaining logs and other departmental documentation
- a. Create or update procedures for tasks as necessary and dictated by manager
 - b. Ensure that all activities relating to the Network Operations Center are properly logged
 - c. Ensure that all resources checked out from the Network Operations Center are logged according to procedures
 - d. Analyze logs for trends and provide operational data to business and finance for capacity management and reporting
 - e. Prepare reports as defined in written procedures
7. Act as project coordinator where designated by manager
- a. Provide regular updates on the status of projects to direct manager and project manager
 - b. Coordinate with other analysts across all shifts for projects spanning multiple shifts
 - c. Document all activities related to projects
 - d. Act as liaison between ITS and Plant Operations for custodial, electrical, environmental and life safety related issues.