Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

FUNCTIONAL DUTIES Serves as the Manager, Datacenter Operations in the Technology Operations Department of the Office of Technology (Office), Metropolitan Washington Airports Authority (Airports Authority). Develops, manages, and administers the Airports Authority’s Datacenter infrastructure including, but not limited to, servers, storage area networks (SAN), cloud services, and related systems. Ensures the Office is able to provide continuous, broad-scope, and high-quality Datacenter systems services to all Airports Authority end users. Performs related functions.

--In collaboration with the Director, Technology Operations and through subordinate staff, and consultants, or personally:

--Serves as a principal advisor on program, systems, and other operational issues for the Datacenter systems. Provides direction and operational planning for Datacenter Operations including fostering innovation, providing technology direction, planning projects and services, and organizing and overseeing the planning and allocation of resources. Recommends revisions to the Datacenter Operations system plan for expansion/growth and improved services.

--Oversees the day-to-day administration of the Datacenter Operations ensuring timely service and effective support of system users, including, but not limited to, Police, Fire and Rescue, Airport Operations, and Engineering and Maintenance Departments, as well as tenants, passengers, Airport guests, and Dulles Toll Road users. Analyzes system use, trouble calls, system diagnostics, etc., including complex user needs. Provides liaison with Airports Authority and non-Airports Authority users and other parties. Performs regular inspections of Datacenter equipment sites and systems; ensures needed repairs are ordered and completed as expeditiously as possible. Maintains records pertaining to the system(s), e.g., maintenance, problems, repairs, etc.

--Coordinates the Airports Authority’s Cloud Base operations [Infrastructure as a service (IaaS), Platform as a service (PaaS), and/or Software as a service (SaaS)], in the delivery of cloud services (private, or public, and/or hybrid cloud) with an emphasis on controlling/reducing cost while improving performance. Oversees the implementation of the Airports Authority’s design, configuration, installation and upgrading of all operating systems (Windows, Linux, and VMware), devices, hardware, software, servers (physical and virtual), and storage area networks (SAN). Manages the deployment, monitoring, maintenance, backup operations. and support to ensure continuous delivery of services.

--Coordinates the administration of the Microsoft Active Directory (domain trust, site and services, group policy, etc.), Domain Name System (DNS), Dynamic Host Configuration Protocol (DHCP), Microsoft Exchange management, and other Microsoft solutions.

--Develops policies, procedures, service level agreements, and measures to maintain a high level of Datacenter infrastructure operations service delivery including those for architecture, security, disaster recovery, standards, purchasing, and service provision.
Serves as Contracting Officer's Technical Representative (COTR) for contracted services and/or support for the Datacenter operations. Prepares or helps prepare specifications and statement of work for contract(s), coordinates with users, schedules contractor work, monitors contractor performance, etc. Administers the operations, training, and/or maintenance service account(s) in conjunction with the Office’s Program Support Department.

Maintains technical proficiency as it relates to Datacenter systems and its components. Keeps the Director, Technology Operations, Chief Information Officer, and other Office managers, as appropriate, informed of new advances and or changes to the Datacenter systems technology.

Communicates and interacts effectively with internal and external business contacts including, but not limited to, other members of the unit/team, other Airports Authority employees (such as managers, supervisors, professionals, and support staff), consultants, vendors, and suppliers.

Uses a computer and (a) modern office suite software (such as MS Office) to communicate (email), plan, schedule, word process, prepare presentations and graphics, manipulate date (Spreadsheets and databases), and preform or conduct research (includes Internet use to search out new products and technologies and keep up with technology); (b) enterprise system/software for requisitioning, time and attendance reporting, and other functions; and (c) special systems/software used in the Department, Office, or by contractors.

Operates a motor vehicle on and off Airports Authority complexes, to meet with users and consultants, visit jobs and suppliers, and perform related functions.

*Performs other duties as assigned.*

**MANAGERIAL AND SUPERVISORY DUTIES:** In the context of the Datacenter functions and operations, provides:

**Organizational Planning** Establishes goals. Develops program plans and milestones. Assigns priorities. Develops policies and procedures. Projects budget requirements and allocates available resources.

**Program Direction** Communicates organizational goals. Keeps employees and other managers informed. Develops and establishes review systems to assist in achieving goals. Reviews costs, manages fiscal resources and maintains control over assigned Airports Authority resources and assets.

**Human Resource Management** Selects, assigns and develops employees. Delegates and assigns work. Evaluates employee performance and administers human resource management programs established by the Airports Authority. Ensures the application of EEO principles and adheres to EEO requirements.

**Program Evaluation** Reviews program quality and progress toward achieving goals on a periodic basis. Takes corrective actions to maintain work progress on schedule, improve employee performance or modify program goals or operations, as appropriate.
Critical features of this job are described under the headings below. They may be subject to change through reasonable accommodation or otherwise

MINIMUM QUALIFICATIONS (MQs)

To be rated qualified for this job, an applicant must meet all of the MQs listed below at the time of vacancy announcement closure.

1. A Bachelor's Degree in Computer Science, Management Information Systems (MIS) or a related field providing a strong foundation for success in the DUTIES in this job description, or an equivalent combination of education, experience and training that totals four years.

2. Eight years of progressively responsible experience in technology management that includes substantive work in most of DUTIES in this job description, to include: (a) developing datacenter infrastructure strategies for large and complex initiatives as well as those that support continuous availability capabilities; (b) managing Cloud Base operations [(Infrastructure as a service (IaaS), or Platform as a service (PaaS), and/or Software as a service (SaaS)], in the delivery of cloud services (Private, or Public, and/or Hybrid cloud); (c) managing the deployment, monitoring, maintenance, and support of operating systems (Windows, Linux, and VMware), devices, hardware, software, etc.; and (d) managing or leading the design, configuration, installation and upgrading of server (physical and virtual), storage area networks (SAN), and backup operations.

   Education and training beyond what is needed to satisfy MQ 1 above may be substituted for up to two years of these eight years of experience. For example, a master’s degree in any field providing a strong foundation for performance of the DUTIES in this job description may be substituted for two years of these eight years of experience.

3. Education, experience or training indicating the ability to perform successfully as a first level supervisor such as the ability to plan/assign/review work, deploy personnel, monitor work operations, obtain effective results and perform a full array of supervisory personnel functions.

PREFERRED QUALIFICATIONS

The qualifications listed below (if any) are preferred and may be considered in the selection process, but are not required to be rate qualified for this job.

1. Knowledge of, and skill in, contract management (particularly of technology contracts) with emphasis on cloud broker contracts of major scope.

2. Information Technology Infrastructure Library (ITIL) Foundations.

3. Certification as Project Management Professional (PMP) from the Project Management Institute.

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER FACTORS (KSAOs)
The following KSAOs are required for successful performance of this job and are a basis for rating and ranking applicants who are found to meet the MQs. Local, Federal, airport industry or Airports Authority specific bodies of knowledge listed below may be acquired on the job, typically; ability to rapidly acquire them is required at the time of vacancy announcement closure.

1. Knowledge of Airports Authority management functions, policies and procedures, including EEO principles and requirements, and knowledge of supervisory principles, altogether to manage the operations and programs of the unit/team and to perform supervisory functions.

2. Knowledge of data center consolidation programs and moving internally hosted datacenters to an externally hosted environment via Cloud Base operations [Infrastructure as a service (IaaS), Platform as a service (PaaS), and/or Software as a service (SaaS)], for the delivery of cloud services (Private, Public, and Hybrid cloud).

3. Knowledge of configuration, installation and upgrading of Operating systems (Windows, Linux, VMware), devices, hardware, software, Server (physical and virtual), and Storage Area Networks (SAN) to support IT systems infrastructures.

4. Knowledge of Active Directory Services and Microsoft Exchange Email to design and implementation of directory solutions for the Datacenter and the Airports Authority.

5. Skill in problem solving to select, organize, and logically process relevant information (verbal, numerical, or abstract) to solve a problem. This includes the ability to recognize subtle aspects of problems, identify relevant information, and make balanced recommendations and decisions that may influence how a network communications project/installation is handled. Examples include providing the strategy and planning for the Datacenter and creating the business case justifications and cost basis analysis scenarios for the delivery of Cloud based services.

6. Skill in oral communication to understand verbal information (including instructions, descriptions, and ideas) and to express such information verbally so that others will understand, and, in certain circumstances, be convinced or persuaded. This includes the ability to encourage oral communication by others such as Airports Authority managers concerning their business plans and network communications needs. Examples include conducting project meetings in person, or by conference calls, with vendors or tenants and in communicating with Airports Authority employees and tenants regarding services.

7. Skill in written communication to understand written information (facts and sometimes conflicting assertions and arguments), draw inferences, form hypotheses and develop logical arguments, and to express such information in writing so that others will understand, and, in certain circumstances, be convinced or persuaded. This includes skill in the review of the written work of others, including subordinates and contractors. Examples include writing and reviewing proposals and justifications for moving service(s) to the Cloud and writing of policies, procedures, service level agreements for the Datacenter.
8. Skill in using a computer and (a) modern office suite software (such as MS Office) to communicate (email), plan, schedule, word process, prepare presentations and graphics, manipulate data (spreadsheets and databases), develop reports, and perform research (using the Internet); (b) enterprise systems/software for requisitioning, budgeting, time and attendance reporting, and other functions; and (c) special systems/software used in the Department or Office and by contractors.

RESPONSIBILITIES

Is responsible for managing the Datacenter Operations and ensuring the Datacenter Operations’ activities are aligned with and support the Office’s and the Airports Authority’s IT goals and objectives. The Datacenter not only supports the Airports Authority, but its operations also support Airports Authority tenants, including airlines; this directly impacts their effectiveness and efficiency in delivering services to their customers – the flying public.

Reports to the Director, Technology Operations (Supervisor). Most work flows to the incumbent as a result of assigned functions and established work processes or is self-generated. Incumbent performs regular and recurring duties independently with little direct oversight while staying in close communication with the Supervisor to allow for discussion of new hardware/systems/technologies as well as unexpected issues or developments within the normal workload. Special assignments (such as audits) may be assigned on an ad-hoc basis, with brief instructions/guidance. Work is expected to be technically competent; incumbent is expected to assure that all Datacenter Operations and services across the Airports Authority are cost effective, efficient, timely, customer oriented, adhere to legal requirements and generally-accepted best practices, and that day-to-day internal and external coordination is effective. Work is subject to minimal review in process or upon completion; when reviewed, work is reviewed in terms of quality, quantity, timeliness, customer service, teamwork, adherence to requirements, and other factors, including attainment of specified performance management goals and objectives.

Guidelines include Airports Authority and Office policies and procedures, Airports Authority procurement and contracting policies and procedures, technical manuals, industry best standards regarding Datacenter operations, and maintenance and other supporting services guides, policies, and procedures. The incumbent uses judgment to balance competing demands of users, legal and specific guidelines, and equipment/systems abilities that may conflict with the objective of integrating the requirements of users while maintaining peak efficiency of the Datacenter operations systems and services.

EFFORT

The work is primarily sedentary and typically requires light physical effort as in opening/closing file drawers, lifting and carrying pieces of Datacenter equipment weighing up to 15 pounds; sometimes moves items weighing 25 pounds or more. Incumbent may sit for extended periods while performing desk work; moves about to visit end-users and server facilities, etc. Regularly uses a computer to access data bases, develop reports, analyze cost proposals and perform other tasks; operates other office equipment. Reviews computer printouts that contain small print. Frequently exchanges information by telephone. In driving, operates vehicle using judgment in consideration of weather, traffic and other factors.
WORKING CONDITIONS Works primarily in an adequately lighted, ventilated and temperature controlled office and conference rooms. Occasionally traverses or works in areas that may require access by climbing or crawling, and sometimes works in cramped or awkward position to manually adjust wires, controls, and other items of equipment. Is subject to some job pressures from server problems and to some job frustrations from demands for service that exceed available resources. Is subject to potential interpersonal conflict situations from end-users during unscheduled server downtime, tight resources, etc.

OTHER SIGNIFICANT JOB ASPECTS Must be able to work varied schedule of days and outside normal 8:00 a.m. to 5:00 p.m. business hours for scheduled and emergency maintenance and/or upgrades as well as standard on-call rotation. Is subject to hold-over and recall for IT emergencies and may need to work nights and weekends, depending on operational requirements and other factors.