



JOB INFORMATION

Job Code:	167764
Job Title:	IT Hosting Facilities Analyst (ITS)
FLSA Status:	Non-Exempt
Supervisory:	
Job Family:	Network Operations
Job Family Group:	Information Technology
Management Level:	7 Individual Contributor

JOB SUMMARY

Provides solutions and support for ITS data centers and hosting facilities, assisting with operations, scheduling jobs, and managing facilities to ensure efficient, reliable, and secure service delivery. Actively monitors mechanical, electrical, plumbing, and HVAC systems, coordinating repairs and maintenance to ensure optimal operation. Conducts data center physical security monitoring (e.g., card/key management, video surveillance) and coordinates staff training for OSHA compliance and injury prevention. Demonstrates ITS values in action.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study	
X		Bachelor's degree		
	X	Bachelor's degree	Computer Science	Or
	X	Bachelor's degree	Computer Information Systems	Or
	X	Bachelor's degree	in related field(s)	

Additional Education

Check here if experience may substitute for some of the above education.

Combined experience/education as substitute for minimum education

Work Experience

Req	Pref	Work Experience	Experience Level	
X		2 years		
	X	4 years		

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Experience meeting requirements and delivery deadlines for colocation spaces, facilities and associated infrastructure.
X		Experience providing excellent customer service and customer-focused results, and the ability to coordinate with colocation customers, vendors and contractors.
X		Demonstrated understanding of physical infrastructure associated with temperature control and power systems, namely UPS and HVAC systems.
X		Ability to manage project schedules, identify and mitigate risks, and plan requirements with and clearly communicate issues to internal and external stakeholders.
X		Experience managing project lifecycles, with comprehensive knowledge of safety policies, practices, and procedures pertaining to data center operations.
X		Experience with ServiceNow, Modius OpenData, Site Scan, APC StruxureWare, biometric authentication, or other similar systems.
X		Collaborative, clear and concise written and oral communication skills, able to develop positive working relationships and a strong rapport with team members.
	X	Experience in IT, data centers, disaster recovery, and/or related fields.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Monitors and operates HVAC systems and other physical infrastructures associated with temperature control and power systems. Provides frontline and remote troubleshooting and dispatched support for detected issues and incidents, as required. Measures and records vital statistics and logs of incidents and changes, creates regular reports to track and analyze IT data center and hosting facility conditions, and manages documentation.				
Addresses aesthetic and functional imperfections through routine inspections of IT data centers and hosting facilities. Identifies and corrects issues pertaining to facility standards, assuring OSHA compliance and proactively preventing workplace injuries. Monitors, corrects, and reports security infractions. Escorts vendors and guests as needed, showcasing the facility through data center tours.				
Coordinates installation of all hardware (e.g., provision power circuits, patch panels), and the termination, testing, and labeling of cross connects. Orders, ships, and receives computer equipment to maintain adequate parts inventory, and ensures facilities conform to established e waste disposal policies and procedures.				
Builds and maintains collaborative relationships with team members, peers, and ITS leaders. Actively embodies ITS values and behaviors (e.g., accountability, strong ethics). Contributes to a culture of trust and transparency by sharing information broadly, openly, and deliberately. Supports the vision for data center operations and disaster recovery teams, ensuring compliance with leading practices and department procedures. Works closely with team members and management to implement effective solutions for IT facilities. Maintains currency with technology, standards, and best practices to support process improvement efforts within the team and across ITS.				

Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies

Other Requirements			
<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	notified to assist in the emergency response efforts, and mobilize other staff members if needed.		as a mandated reporter as required by state law and USC's policy at: https://policy.usc.edu/mandated-reporters/
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: https://dps.usc.edu/alerts/clery/			No

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.