

Data Center Technician Job Description

Duties and Responsibilities:

- Protect important information by performing backup on all critical systems
- Collaborate with a team of software and networking engineers to ensure the security and efficiency of data center server/network
- Oversee the management and maintenance of client/employee database
- Carry out system administration tasks such as software installation/updates, security patches, and hardware maintenance
- Monitor customer network servers and storage systems to ensure uptime and efficient resolution of issues
- Assist senior level engineers in designing/modifying network systems and application infrastructure
- Develop standards and procedures for carrying out systems and network operations
- Perform basic repair of damaged or faulty equipment and devices
- Maintain records of all system administration operations and present reports to superiors
- Oversee the running of data cables during the installation of new equipment
- Maintain accurate inventory of work tools, equipment, and devices
- Ensure work operations comply with all local, state, and federal regulations on information/data management
- Conduct preventative maintenance on data center equipment to ensure efficient operations
- Listen to customer complaints and assist them in the resolution of technical issues
- Set up access controls to protect company systems and network.

Data Center Technician Requirements – Skills, Knowledge, and Abilities

- **Education and Training:** To become a data center technician, you require minimum of a high school diploma and training in software/hardware administration. You also require several years of experience in the field of computer networking. Some employers prefer technicians with a college degree, therefore having a Bachelor's degree in computer science or engineering can be advantageous. Certifications from recognized IT companies such as Cisco on the other hand increases job prospects
- **IT Skill:** Data center technicians are able to operate and maintain servers, switches, routers, monitors, and various other specialized equipment
- **Communication Skill:** They are able to explain complex technical processes in simple language for general company staff
- **Troubleshooting Skill:** They are skilled in conducting tests to identify and fix faults in a computer/network system.