Data Center Operator Job Description

- Install and configure computer hardware and software systems
- Monitor computer systems and networks to ensure they function efficiently
- Communicate with clients over-the-phone or face-to-face to assist them in setting up systems or resolving issues
- Troubleshoot network and system problems to provide solutions to hardware/software defect
- Follow instructions contained in equipment manual when setting up a system or conducting repairs
- Create and set up new user accounts/profile, as well as address issues with passwords
- Establish and maintain positive trust relationship with customers and with data specialists such as programmers
- Perform tests to verify the functionality and usability of new technology
- Present to company management reports of IT/systems support services
- Offer recommendations on customer learning requirements during the development of client training programs
- Conduct research to identify ways of improving on current system performance
- Produce shift status reports to communicate shift operations and issues to superiors
- Maintain inventory of data center supplies such as printers, scanners, and copiers
- Implement procedures, policies, and standards to ensure work operations are effective
- Participate in educational programs and workshops to improve on existing job knowledge/skill.