JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>BMS Shift Engineer</th>
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<tbody>
<tr>
<td>Department:</td>
<td>Operations</td>
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<tr>
<td>Primary job location:</td>
<td>LONDON5</td>
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<tr>
<td>Reporting to:</td>
<td>Monitoring Manager</td>
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<tr>
<td>Direct reports:</td>
<td>None</td>
</tr>
<tr>
<td>Date reviewed:</td>
<td>09/08/2023</td>
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<tr>
<td>Author:</td>
<td>Dan Taylor</td>
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About VIRTUS

VIRTUS Data Centres is the UK’s fastest growing data centre provider which owns, designs, builds and operates the country’s most efficient and flexible data centres.

Our mission - consistently exceed the expectations of customers through innovative, high quality solutions and services. We employ intelligent thinkers – people with positive attitudes, who add to the quality of our customer proposition and business.

We value individual endeavour and initiative, encourage teamwork and togetherness because collective experience and expertise is VIRTUS’ greatest strength.

Job Summary

Working as part of the VIRTUS Monitoring Team, we are seeking someone with good analytical and administrative skills to undertake the role of BMS Shift Engineer. You will be the first line of defence in a time critical environment against any alarms or events that are detected by VIRTUS Monitoring Systems. You will also play a key role within the VIRTUS Incident Management process.

Working Hours: 12-hour shifts between 6am-6pm and 6am – 6pm on a rota basis to include weekends and bank holidays.

Duties and Responsibilities

The role includes but is not limited to the following:

- Monitoring and responding to all alarms and events that occur on the monitoring system. Across all facilities
- Working with the site Facilities Management team to investigate those alarms and respond appropriately
• Liaising with the VIRTUS Service Management Centre to initiate the Incident Management Process
• Contribute to critical incidents by providing useful and relevant information from the monitoring systems.
• Monitoring existing incidents using the ITSM platform and flagging alarms that will require potential reassessment by the Facilities Management Team
• Reporting and Analysing alarm data to identify trends and possible improvements that can be made to the process.

What success looks like in 12 months’ time:
• Confidently understand the Alarm Management Process and independently put it into action
• Build excellent relationships with the Local Site Operations team.
• Have an excellent understanding of the different kinds of alarms that may occur and what the potential impact to business could be.
• Be more than Reactive and start working proactively to prevent potential issues and escalating.
• Confidently contribute during critical incidents without prompting

Person Specification

Essentials
• Process-driven, with the ability to work towards tight SLAs
• Competent in the use of Microsoft office applications
• Excellent communication skills verbal and written
• Proactive, the ability to work quickly while using your own initiative
• Resilient, able to remain calm under pressure.
• Good analytical and problem-solving skills.
• Self-motivated, driven to go the extra-mile.
• Customer focussed

Desirable
• Previous experience leading or mentoring or managing others within the team
• Previous experience working within a data centre
• Previous experience working with a Building Management Systems or within a Monitoring role
• Previous experience of working within a demanding and time critical environment.
In line with the VIRTUS’ Vetting Policy, the successful applicant must be willing to undergo a BS7858 screening process.

**Remuneration package and benefits:**

- Private healthcare
- Pension contribution scheme
- Eye and dental care benefit
- Discretionary bonus
- Income Protection
- Life Assurance
- Cycle to work scheme
- Annual travel card loan
- Tech Scheme
- Electric car scheme
- Workplace extras - Byond card and Extras discount

VRTUS is an equal opportunity employer. As part of our commitment to fight for equality, we work to ensure a fair and consistent interview process. We celebrate diversity and we are committed to an inclusive work environment.

If you are interested in this role, please email your CV to careers@virtusdcs.com

We reserve the right to close this post for applications should sufficient applications be received.