JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Data Centre Manager</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department:</td>
<td>Live Site Operations</td>
</tr>
<tr>
<td>Primary job location:</td>
<td>Slough</td>
</tr>
<tr>
<td>Reporting to:</td>
<td>Cluster Manager</td>
</tr>
<tr>
<td>Direct reports:</td>
<td>Technical Manager</td>
</tr>
<tr>
<td>Date reviewed:</td>
<td>06/10/2023</td>
</tr>
<tr>
<td>Author:</td>
<td>R Layden</td>
</tr>
</tbody>
</table>

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.

In May 2023 we announced our plans to expand into continental Europe, with our first data centre due to open in Berlin in 2026, to be quickly followed by two full campuses and expansion into other countries in the pipeline.

Our purpose is to serve humanity by being an active, positive participant in the 4th industrial revolution. When we talk about our purpose, we refer to our customers’ customers; the child playing a computer game, the person watching their favourite movie, booking a medical appointment, a plane ticket, a hotel or doing their online banking; those things can’t be done if we don’t do our job.

Our mission is to 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 and encourage teamwork and togetherness because collective experience and expertise is VIRTUS’ greatest strength.

Job Summary

Reporting to the Cluster Manager, the Data Centre Manager (DCM) is responsible for the day-to-day management and successful operation of the site. The scope includes Data Centre Management, customer implementations, operational continuity, reporting along with the day-to-day management of the VIRTUS team and 3rd party contractors.
Duties and Responsibilities

The role includes but is not limited to the following:

Technical Resource:

- Facilities Management –
  - Managing FM Provider
  - Security
  - Cleaning
  - H&S and Compliance
- Responsible Operations Financial Budgeting, circa. £10m budget
- Site level Procurement
- Site Risk Management
- Ensure all technical teams create and follow SOPs, MOPs and EOPs to the highest degree of accuracy
- Responsible for critical infrastructure asset management and asset lifecycle
- Audit aware and support frequent annual audit process, ISO27001, ASAE3402, PCI, etc.
- Capacity management including power, floor space and assisting with forecasting loadings.
- Change management approval site level responsibility.
- Incident and problem management, which involves identifying underlying problems behind incidents, including root cause and trend analysis. This includes updating our management tools (i.e. SNOW)
- Managing new and existing customer requirements (site tours, reporting and service reviews etc).
- Consistent monitoring of site efficiencies, overall reduction in PUE and power costs.
- Delivering customer projects and extra works on time and within budget.
- Responsible for the day-to-day operations and customer requirements.
- Participation on Data Centre scenario testing, track and log issues with any lessons learned.
- Responsible for managing the internal cabling (and external carrier fibres brought into the building) to a high standard and recording cabling updates.
- Manage equipment lifecycle including budgeting, technical feasibility, critical spares, operational risk reduction and improvement planning.

Site Availability:

- Maintaining zero customer down time including managing any breaches to contractual SLA’s and KPI’s.
- Working closely with the Service Management Centre on ticket updates, change control, customer installation schedules, handovers and customer communications.
- Accountable for managing and escalating any potential customer affecting issues.
• DCM is part of the incident response process and may be required to respond out of hours.

Campus Consistency:

• Ongoing support of the Data Centre alignment and consistency throughout the VIRTUS portfolio.

Third Party Monitoring:

• Accountable for the day to day performance management of FM Service Provider ensuring all sub Vendors work is completed to a high standard.
• Ensuring all staff, customers and contractors’ adherence to site policies and operational processes.

Team Management:

• Create a positive, team-work focused environment on site and lead by example
• Actively manage and coach your direct reports, creating opportunities to share knowledge and continuous improvement.
• Role requires a technical resource to be available on your site(s) through the Technical Shift Managers and Technical Managers 24/7.
• There will be occasions where the Data Centre Manager is required to attend site in the event of unplanned circumstances.
• Develop a good working relationship with all members of the team including 3rd party providers and clients.
• Encourage cross departmental collaborative working
• Ensure that the team know the correct escalation processes for all issues.

Planned Preventative Maintenance:

• Validating all PPM’s are completed on time, managing any faults or advisories that have been reported are logged and tracked through to completion.
• Ownership of tracking all KPI’s that support the maintenance

Reporting:

• Monthly reporting on customer power usage, PUE, capacity, trackers, board packs and ensuring all information is correct and delivered on time.
• Quality updates for the daily call and attendance at weekly / monthly service review, maintenance and construction meetings.

General Responsibilities:

• Ensure the provision of a safe and healthy working environment, and ensure compliance with all Company policies and procedures, as well as client site policies, procedures and working arrangements, as required.
• Encourage and contribute to continual process improvement
• Working closely with all VIRTUS departments, be able to focus on the wider group.
• Ensure the Data Centre is clean and tidy at all times, and visually kept to a high standard.

Any other reasonable requests made by your line manager.

Normal working hours are Monday to Friday, with the requirement to participate in the escalation management on call rota and working out-of-hours, to oversee critical work and manage the escalation of serious issues on sites.

**What success looks like in 12 months’ time:**

1) Reducing/maintaining Incidents and Problem tickets at both a low total and low average age
2) Successfully support the growth of the individuals within the team through; 1-2-1s, training courses, team collaboration and communication etc
3) Ensuring the Data Centre spends another year with Zero Downtime
4) Increased control of future financials as well as future incident control by correctly managing the DC assets
5) Providing support and innovation to additional projects or work groups to help develop and grow the business

**Person Specification**

• Extensive experience in Data Centre Operations and Data Centre Facilities Management.

• Experience of managing a team and ability to create and maintain a positive team environment.

• Strong and demonstrable process management and development experience in a live operational environment.

• Extensive real time Incident / Fault management experience in a business-critical environment.

• Strategic thinking and mindset

• Managing 3rd party suppliers to deliver against stringent SLA’s.

• Financial and Budget Management

• Project Management.

• Good understanding of Health and Safety, ISO standards, and compliance, BMS, PMS, fire systems.

• Knowledge of Data Centre Customer installations, such as racks, HAC, cabling, cross connects, power, testing and customer acceptance.

• Customer ticket logging systems. MAXIMO and Service Now desired.

• Good working knowledge of MS Office toolsets

• Tenacious and assertive where necessary yet calm under pressure.

• Attention to detail with high personal standards and the desire to complete tasks on time.

In line with 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

VIRTUS 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.