**JOB DESCRIPTION**

Job Title: **Technical Manager**  
Department: **Operations**  
Primary job location: **LON1**  
Reporting to: **Data Centre Manager LON1**

**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 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 the quality of 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**

Reporting to the Data Centre Manager, the Technical Manager is responsible for the oversight of the technical service delivery of the site, the scope includes assisting in the management of Data Centre, third party subcontractor management and customer implementations.

**Main Duties**

The role includes but is not limited to the following:

**Technical Resource:**

- Provide technical knowledge to the Data Centre Manager (DCM).
- Help develop engineering skills throughout the contract base.
- Responsible for ensuring all Emergency Operating Procedures (EOPs), Standard Operating Procedures (SOPs) and are in place and accurate for their site (s). Provide assistance for other sites including peer review.

**Site Availability:**

- All activities the role is involved with must be focused on zero down time and adequate risk analysis and mitigation.
- Awareness of customer contractual SLA’s and KPI’s – work with the DCM to help stay within the SLAs.
• Assist the DCM in providing planning assistance for high risk activity works, and that they are controlled in accordance with the VIRTUS Operating Principals and safety rules.
• Provide input and review of site EOPs / SOP’s and

**Campus Consistency:**

• Ensure consistency across the TSM (Technical Shift Managers) team across the campus and estate.

**Third Party Monitoring:**

• Provide VIRTUS presence as per the VIRTUS Operating Principals.
• Provide assessment of third-party technical ability to Campus Technical Manager.
• Oversee the general quality of third party works on site.
• Validate that Two Party Verification is being followed by the TSMs on site.

**Planned Preventative Maintenance:**

• Assist in the review and signoff of RAMS where necessary for works taking place on site.
• Responsible for logging (along with the TSMs) of any reported advisories and recommendations that come from vendor and 3rd party service reports.
• All service reports must be reviewed weekly by the TSM, the TM is responsible for checking this is taking place.
• Assist the DCM in driving open problems in a timely manner.
• Assist the Operations Co-Ordinator on the 30 60 90 planner updates.
• Providing technical support for the Operations Co-ordinator.

**Reporting:**

• Ensure the Daily prayers are covered on site and distributed directly after the meeting.
• Assist the DCM and Campus Technical Manager in providing any technical reporting.
• To include but not limited to asset lifecycle planning, technical feasibility and critical spares.
• Team competency assessment.
• Assist in validating the site capacity readings.
• Helping the DCM with service ticket updates and technical content.
• Provide feedback on change control and customer power allocations.
• Assist DCM with technical element of monthly reporting.

**General Responsibilities:**

• Everyone is responsible for a safe working environment, stop unsafe works and escalate.
• Help ensure that all customers, staff and contractors adhere to site policies and operational processes.
• Follow and help police any client agreed health and safety policies.
• Follow all company policies and procedures.
• Assist in the overall goal of site efficiencies (not at the detriment to uptime).
• Support the data centre management team as required.
• Witness scenario testing and assist in tracking and following up on lessons learnt.
• Work alongside the datacentre team to ensure the site remains safe and tidy. Visually the site should be at a high standard.

Any other reasonable requests made by your line manager.

**Person Specification**

• Relevant technical M&E qualification
• Solid experience in a Facilities/Data Centre environment.
• Electrical, BMS, PMS, UPS, chilled water and fire systems experience.
• Strong and demonstrable process management experience in a live operational environment.
• Extensive real time Incident/fault management experience in a business-critical environment.
• Managing 3rd party suppliers to deliver against stringent SLA’s.
• Experience with Business Continuity, Risk Management, Incident Management and Change Control.
• Highly demonstrable technical ability from either a mechanical or electrical perspective.
• Good understanding of Health and Safety, ISO standards, and compliance.
• Knowledge of Data Centre Customer installations, such as racks, HAC, cabling, cross connects, power, testing and customer acceptance.
• Ability to lead/assist investigations into post incident management reviews and drafting of Incident Reports.
• Word and Excel and Power Point.
• Great team player, flexible and adaptable.
• Takes ownership and accountability.
• Able to work with multiple streams of stakeholders, ranging from colleagues, service partners, clients and third part support vendors.
• Able to work out of normal hours to support planned maintenance and Capex works as well as assist in reactive break task management.
• A passion for delivering outstanding customer service.
• Tenacious and assertive where necessary yet calm under pressure.
• Attention to detail with high personal standards and the desire to complete tasks on time.
• Ability to work efficiently, timely and cost effectively under continually changing demands and requirements.
• A strong sense of urgency to drive issues to conclusion.
• Good communication skills (written and spoken).

Working hours: Monday to Friday (days), overtime pro-rata for shift cover.

In line with the VIRTUS’ Safeguarding 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

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.