

JOB ADVERT

VIRTUS Data Centres

Job Title:	Technical Account Manager
Department:	Operations
Primary job location:	LONDON4 (with travel across all VIRTUS Data Centres)
Reporting to:	Technical Account Director
Direct reports:	None
Job type:	Permanent, full-time role

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.

Role and responsibilities:

Reporting to the Technical Account Director, the Technical Account Manager (TAM) will be the lead interface for all operational aspects for specific clients, this role will facilitate the maintenance, construction and engineering functions for the client(s). The scope for this role requires a confident level of communication at differing levels of management both within VIRTUS and client(s).

Main Duties:

The role includes but is not limited to the following: -

- Deliver the core principles of VIRTUS operational excellence.
- Maintaining zero customer down time including any breaches to contractual SLA's and KPI's.
- Drive the values of VIRTUS principles in each and every aspect of the day to day communications with clients.
- Deliver core training to the VIRTUS site teams to allow understanding of the deliverables to meet the service level.
- Prepare and deliver concise communication for weekly/monthly/quarterly reviews with the aid and approval of the Sales lead.
- Facilitate the mobilisation and on boarding of new facilities and Data Halls for the specific clients, this would include driving the need of the client and VIRTUS business risk to complete handovers to match ready for service dates.

- Evaluating customer needs to suggest upgrades or additional features.
- Training customers in the VIRTUS systems and applied principles.
- Maintaining customer relationships and ensuring customer satisfaction.
- Chair the regular meetings that allow for effective communications on the maintenance of each facility.
- Drive clearly documented actions through to completion for events, upgrades and requests.
- Tracking account metrics for the client's service level and provide dashboard representation for VIRTUS senior management teams.

Any other reasonable requests made by your line manager.

Person Specification

Qualifications:

Essential:

- A technical qualification in electrical/mechanical discipline.

Experience:

Essential:

- Solid and demonstrable experience in Data Centre or critical Facilities Management.
- Strong and demonstrable process management experience in a live operational environment.
- Practical experience delivering business continuity, risk management, incident management and change control.

Knowledge:

Essential:

- Ability to quickly understand, interpret and clearly explain complex issues to different audiences.
- Good understanding of Health & Safety, ISO standards, and Compliance.
- Working knowledge of Microsoft Office programs is fundamental.

Skills:

Essential:

- Strong sense of customer service and demonstrates an understanding of needs of customers, keeping them in mind when taking actions or making decisions.

- Flexible, adaptable and innovative.
- Ability to contribute to and work well with the team.
- Takes ownership and accountability.
- Tenacious and assertive where necessary, yet calm under pressure.
- A strong sense of urgency to drive issues to conclusion.
- Good communication skills (written and spoken).

The successful applicant must be willing to undergo a BS7858 screening process.

Remuneration package and benefits:

- Competitive rate of pay.
- Private healthcare.
- Critical illness and life assurance.
- Pension contribution scheme.
- Discretionary bonus.

Please let us know via email if you require any reasonable adjustments for any part of the recruitment process.

If you are interested in this role, please email your CV to Humanresources@virtusdcs.com. Applications close on 31st August 2020.

We reserve the right to close this post for applications earlier than the advertised closing date should sufficient applications be received.