

# JOB ADVERT

## VIRTUS Data Centres

Job Title:	<b>Technical Quality Manager</b>
Department:	Operations
Primary job location:	LONDON5
Reporting to:	Quality and Performance 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 Quality & Performance Director, the Technical Quality Manager will support both the site team and Service Management Centre (SMC) on all technical plant aspects of the day to day running of the facility. The scope includes Data Centre risk management, working with VIRTUS site-based teams you will deliver the “check and verification” of the excellent service VIRTUS delivers to its customers (internal and external).

Working hours: Continental shift pattern - 12-hour shifts between 6am-6pm and 6pm-6am.

## 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.
- Responsible for the content of the Incident and Problem Management tasks on ServiceNow.
- Ensuring the site CAFM system (Maximo) is being utilised and populated correctly to ensure effective MI data on labour utilisation is being recorded.
- Spot checks are being carried out each month on maintenance activities.

- Ensuring ServiceNow incident and problem management tickets are being managed effectively according to suitable timescales according to the criticality of plant and VIRTUS policy.
- Ensuring all staff, customers and contractors' adherence to site policies and operational processes.
- Monitoring of operational Technical Shift Managers for the day to day delivery of the process's.
- Awareness of the VIRTUS Health and Safety policies, procedures and best practices.
- Actively assist in Scenario testing and training for the site teams.
- Work closely with the SMC on the change control process, customer communications and incident updates to ensure they are being accurately reported and managed.
- Carry out pro-active audits of the site to ensure the site is being maintained to a high standard.
- Review of method statements, risk assessments and permit approvals on any high-risk works.
- Quality updates for the daily call and attendance at weekly/monthly service review, maintenance and construction meetings as required.
- Driving Problem management system to exceed the required completion criteria including Root Cause Analysis for medium, to high risk elements.
- Evaluate the risk register for each facility.
- Accountable for the Auditing of the EOP/SOP deployment across multiple campus locations.
- Breakdown Post Incident Reviews, gauge a full understanding of the ticket and put in place a resolution so the incident does not reoccur.
- Work closely with the Quality and Performance Director to ensure best practices are being followed in accordance with the Uptime Institute "management and operations" philosophy.
- The role is a shift role working a continental shift pattern.

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.
- Extensive real time incident/fault management experience in a business-critical environment.
- Experience delivering business continuity, risk management, incident management and change control.

## **Knowledge:**

### Essential:

- Good understanding of Health & Safety, ISO standards, and Compliance.
- Demonstrate an ability to use Building Monitoring Systems and Power Monitoring Systems.
- Working knowledge of Microsoft Office programs is fundamental.

## **Skills:**

### Essential:

- Ability to quickly understand, interpret and clearly explain complex issues to different audiences.
- 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 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](mailto:Humanresources@virtusdcs.com).

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