JOB DESCRIPTION

Job Title:	**Assistant Data Centre Manager (LONDON09)**
Department:	Operations
Primary job location:	LONDON09
Reporting to:	Data Centre Manager (LONDON09)
Direct reports:	None
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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 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 Data Centre Manager, the Assistant Data Centre Manager is responsible for the joint day-to-day management of the site, the scope includes Data Centre management, customer implementations, operational continuity, reporting and billing along with the management of 3rd party contractors.

Main Duties

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

Technical Resource:

- Supporting the Data Centre Manager, in the day-to-day operations and customer requirements.
- Managing new customer requirements, site tours, drawings, pricing and implementations.
- Capacity management including power, floor space, and assisting with forecasting loadings.
- Witness Data Centre scenario testing, track and log issues with any lessons learned.
- Consistent monitoring of site efficiencies, overall reduction in PUE and power costs.
- Managing the internal cabling (and external carrier fibres brought into the building) to a high standard and recording cabling updates.
- Delivering customer projects and extra works on time and within budget.

- Assisting in management of equipment lifecycle including budgeting, technical feasibility, critical spares, operational risk reduction and improvement planning.

Site Availability:

- Maintaining zero customer down time including 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.
- Assist with managing and escalating any potential customer affecting issues.

Campus Consistency:

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

Third Party Monitoring:

- Ensuring all staff, customers and contractors' adherence to site policies and operational processes.
- Responsibility for ensuring the day to day performance management of 3rd party maintenance contractors / suppliers, ensuring work is completed to a high standard.

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.
- Support in tracking all KPI's that support the maintenance "fee at risk".

Reporting:

- Assisting with monthly reporting on customer power usage, PUE, capacity, NRR trackers, board packs, business rates 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:

- Working closely with all VIRTUS key stakeholders, be able to focus on the wider group.
- 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.
- Ensure the Data Centre is always clean and tidy, and visually kept to a high standard.

Any other reasonable requests made by your line manager.

Person Specification

Experience:

Essential:

- Experience in Facilities Management role.
- Management experience in a live operational environment.
- Experience of managing 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.

Desirable:

- Experience of working within a data centre management organisation.
- Experience of BMS, PMS, and CMMS systems.
- Experience of producing and amending AutoCAD drawings to a good standard.

Knowledge:

Essential:

- Good understanding of Health & Safety, ISO standards, and compliance.
- Customer ticket logging systems.
- Good working knowledge of Word and Excel and Power Point essential.

Skills:

Essential:

- Experienced team player, flexible and adaptable.
- Takes personal ownership and accountability for actions.
- A passion for ensuring outstanding customer service is achieved.
- Tenacious and assertive where necessary, effective 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.
- Pro-active attitude and commitment to ensuring issues are successfully concluded.
- Good communication and interpersonal 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.
- Pension contribution scheme.
- Discretionary bonus.