

## JOB DESCRIPTION

Job Title:	<b>Technical Manager</b>
Department:	Live Site Operations
Reporting to:	DCM
Direct reports:	Technical Shift Managers
Primary Location:	

### 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 Campus Technical Manager, the Technical Manager is responsible for the oversight of the day-to-day service delivery of the site, the scope includes Data Centre management, third party subcontractor management and customer implementations.

### Main Duties

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

#### Technical Resource:

- Provide technical assistance 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 Mode of Operations (MOP) 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 Principles and safety rules.
- Provide input and review of site EOPs / SOP's and MOPs.

- Where the role is the most senior technical person on site – provide accurate and timely updates during site incidents.
- TM is part of the incident response process and may be required to respond out of hours.

**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.

**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.
- Manage a local team of Technical Shift Managers (TSMs) and ensure the shift pattern is covered at all times. There will be occasions where the Technical Manager will need to cover a TSM shift in the event of e.g. holiday, sickness, unplanned circumstances.
- The role requires a technical resource to be available on your site(s).
- Ensure the team know the correct escalations process, especially for client (and any potentially client affecting) issues.
- Responsible for ensuring that the team is trained with the latest local legislation (e.g. Health & Safety, Electrical, Gas Safety, Mechanical etc.).
- Develop a good working relationship with all members of the team including 3<sup>rd</sup> party providers and clients. Ensure the rest of the TSM team also do the same.

**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 3<sup>rd</sup> party service reports.
- 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.

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.

## Person Specification

**Qualifications:**

Essential:

- Membership of professional body e.g. IEE, IET, The Institute of Mechanical Engineers, CIBSE.

**Experience:**

Essential:

- Solid experience in a Facilities/Data Centre environment.
- Experience of managing a team.
- Electrical, BMS, PMS, UPS, chilled water and fire systems experience.
- Project Management 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 3<sup>rd</sup> party suppliers to deliver against stringent SLA's.
- Experience with Business Continuity, Risk Management, Incident Management and Change Control.

## **Knowledge:**

### Essential:

- 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.

## **Skills:**

### Essential:

- 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).

In line with the VIRTUS' Safeguarding Policy, 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.

- Cycle to work scheme
- Eye care benefit
- Annual travel card loan
- TechScheme
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