

JOB DESCRIPTION

Job	Technical Shift Manager
Department:	Operations
Primary job location:	LONDON9
Reporting to:	Technical Manager LONDON9
Direct reports:	None

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 Technical Manager, the Technical Shift Manager will support the site team on all technical plant aspects, coordinating PPM and break/fixes working between the DCM and the Facilities team (subcontracted).

The scope includes Data Centre management, working closely with new and existing customers, operational continuity and the management of service delivery on the sites/campus through our specialist subcontractor who undertakes M&E and ICT tasks.

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: -

Technical Resource:

- Witness all critical works on site.
- Management of M&E tasks to ensure service delivery meets expectations.
- Support the Data Centre Manager on customer requirements, drawings, pricing and implementations.
- Assist in scenario testing and training for the site teams.
- Proactively drive data centre infrastructure efficiencies.
- Provide oversight of method statements, risk assessments and permit approvals.

Site Availability:

- Maintaining zero customer down time including any breaches to contractual SLA's and KPI's.
- Work closely with the Service Management Centre (SMC) on the change control process, that customer communications and fault updates are being accurately reported and managed.
- Breakdown Post Incident Reviews, gauge a full understanding of the ticket and put in place a resolution, so the incident does not reoccur.
- Responsible for managing and escalating any potential customer affecting issues.
- Assisting in the measurement and tracking of KPI's and awareness of customers' SLA's.

Third Party Monitoring:

- Ensuring the management of specialist contractors, working across the Data Centres, ensuring contracted service delivery is being received and that reactive tasks are being logged and actioned.
- Oversee 3rd party maintenance contractors/suppliers, ensuring work is completed to a high standard.
- Ensuring all staff, customers and contractors' adherence to site policies and operational processes.

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.
- Assisting in the creation of 30, 60, 90-day forward maintenance planners.

Reporting:

- Assisting in the management of the site Maximo CAFM system is being utilised and populated correctly to ensure effective MI data on labour utilisation is being recorded.
- Work closely with the Technical/Operations team on various weekly and monthly site reports.
- Quality updates for the daily call and attendance at weekly/monthly service review, maintenance and construction meetings.

General Responsibilities:

- 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.
- A good understanding of the Health and Safety policies, procedures and best practices.
- Ensure the Data Centre is clean and tidy at all times, and visually kept to a high standard.

Any other reasonable requests made by your line manager.

Person Specification

Experience:

Essential:

- Extensive experience in a Data Centre or critical Facilities Management role.
- Strong and demonstrable process management experience in a live operational environment.
- Extensive real time Incident/fault management experience in a business-critical environment.
- Experience with business continuity, risk management, incident management and change control.

Knowledge:

Essential:

- Mechanical/Electrical background.
- Good understanding of Health and Safety, ISO standards, and compliance.
- BMS, PMS, fire systems.
- Customer ticket logging systems.

Skills:

Essential:

- Customer focused.
- Flexible, adaptable and innovative.
- Great team player.
- 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).

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.
- Critical illness and life assurance.
- Pension contribution scheme.
- Discretionary bonus.