JOB ADVERT

VIRTUS Data Centres

Job Title: Operations Coordinator LONDON7/8 (Stockley Campus)
Department: Operations
Primary job location: LONDON7 (Stockley Campus) with occasional travel to LONDON8
Reporting to: Data Centre Campus Manager (Stockley Campus)
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 Data Centre Campus Manager, the Operations Co-Ordinator is responsible for the coordination of services required to maintain technical items assets and infrastructure in a critical services environment. This is a multi-site role.

Main Duties:

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

- Communicate with vendors (via FM Provider where applicable) to identify Planned Preventative Maintenance (PPM) needs and schedule in to the Computer Maintenance Management System database.
- Notify customers of PPM tasks by creating, updating and of issuing maintenance plans and works advice notifications, considering our customers’ critical business needs.
- Lead and manage the delivery of Planned and Reactive Maintenance tasks regarding building services infrastructure, in line with Virtus Standard Operating Procedures within the KPIs set out by the management team.
• Management of the Computerised Maintenance Management System (CMMS) encompassing responsibility for the job issue, data entry, report creation, tracking of task completion and customer portal/helpdesk related to planned and reactive tasks.
• Administration of the CMMS such as creation of asset and PPMs, setting up and maintaining user groups, archiving, database back-up and developing the system in line with the changing needs of the business.
• Provide assistance during internal and external audits where needed.
• Progressing contractor reactive jobs, through identification to completion through raising and placing of orders.
• Ensure monthly reporting requirements have been submitted accurately and on time.
• Ensure completion of monthly and quarterly Vendor KPIs are produced and reviewed.
• Ensure Vendor documentation is complete and periodically reviewed.
• Accurately record and monitor Employee Training Records.
• Ensure Uptime Redundancy Reports are maintained and accurate.
• Ensure the major maintenance calendar is always correct and service records are held against all visits.
• Ensure that all recommendations identified during service are tracked and closed out.
• Assist with shift pattern management and Overtime timesheet validation and submittal to payroll.
• Manage maintenance change control.

Any other reasonable requests made by your line manager.

**Person Specification**

**Experience:**

**Essential:**

• Experience of using a Computerised Maintenance Management System.

**Desirable:**

• Previous Maximo experience an advantage.

**Knowledge:**

**Essential:**

• Computer literate with excellent standard of IT skills and knowledge of Microsoft Office.
Skills:

Essential:

- A team player with good verbal and written communication skills.
- Calm manner, able to work under pressure and able to make sound decisions when needed, and take accountability for outcomes.
- Analytical and logical problem solver, with ability to work proactively and autonomously.
- Customer focused.
- Flexible adaptable.
- Great team player.
- Takes ownership and accountability.
- Ability to work with multiple streams of stakeholders, ranging from colleagues, service partners, clients and third part support vendors.
- Ability to attend site out of normal hours to 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 & 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).

Other:

Essential:

- Willingness to support other sites, both by phone and email as well as occasional visits.

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.
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.

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