



GPX Position Description

Title: Data Center Operations Engineer III **Country:** India
Reports To: GM – Customer Operations **Location:** Mumbai
Status: 24x7 Shift Work Required

SUMMARY

The Data Center Operations Engineer are responsible for supporting the 24 hour operations of GPX's Data Centers. **Shift and weekend work is required.**

ESSENTIAL DUTIES

- **Responsible for monitoring data center critical systems (mechanical, electrical, security, fire) via the Building Management System (BMS).**
- Responsible for monitoring the Security Systems to ensure that GPX Security policies are being adhered to.
- **ADVANCED knowledge of electrical (UPS, DG, STS, ATS), mechanical, Chiller, CRAH), security and access, fuel systems, and fire systems.**
- Follows and executes procedures, standards and technical training related to electrical and mechanical equipment operations and maintenance. Recommends changes for improvement as appropriate.
- Schedule and oversee periodic inspections and routines of all data center equipment, including UPD, Switchboards, DG's, Chiller's, and CRAH's.
- Escalates facility error conditions to the GPX Facility Manager. **Works with the Facility Manager and Facility Engineers to troubleshoot and resolve equipment failures within the data center.**

- Assists Customer personnel with basic trouble shooting support (error lights, re-boot etc.).
- Answers all Customer calls for service, enters them into the trouble ticket system, and assigns request to GPX Customer Service Technician
- Responsible for ensuring all GPX employees properly utilize the trouble ticket system, cable management system and network managements system.
- Performs remote testing functions and follows-up with written reports.
- Maintains customer records and updates customer requests.
- Provides a single point of contact for all trouble requests.
- Respond to emergency situations in an efficient, friendly and timely manner.
- Provide daily, weekly, monthly shift reports on all incidents to Data Center Management.
- Responds to phone calls, emails, fax and web requests in an accurate and timely manner in accordance with Company policies and procedures.

SECONDARY DUTIES

Performs related duties as required.

SUPERVISORY RESPONSIBILITY

This position may have supervisory responsibility.

POSITION REQUIREMENTS

These specifications are general guidelines based on the minimum experience normally considered essential to the satisfactory performance of this job. Individual abilities may result in some deviation from these guidelines.

To perform effectively in this position, the candidate must have:

- The ideal candidate should have 10+ years of experience as a Facility Engineer or Data Center Engineer.
- **ADVANCED** knowledge of electrical (UPS, DG, STS, ATS), mechanical, Chiller, CRAH), security and access, fuel systems, and fire systems.
- Ability to accurately utilize personal computer with working knowledge which Microsoft Office software including Excel, Word, Access, Microsoft Project, Cable Management System, Trouble Ticket System, etc.
- Very effective communication and customer service skills, good written and verbal communication skills.
- Must be able to follow written procedures and policies with minimal supervision.
- Ability to be reached by mobile and/or land line phone when on call.
- Ability to work various shifts and to fill-in as needed in emergency staffing situations.

EDUCATIONAL REQUIREMENTS

The Data Center Operations Engineer should have 3 year diploma in electrical or mechanical systems, or 4 year university diploma in electrical or mechanical engineering.
