



## GPX Position Description

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

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### SUMMARY

The Data Center Customer Operations Engineer's primary responsibility is to support GPX customers. Additional responsibilities included assisting with the monitoring of the GPX data center and critical infrastructure. **Shift and weekend work is required.**

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### ESSENTIAL DUTIES

- Assists Customer personnel with trouble shooting and support on servers, SSD's, networking equipment., and cross connects including fiber.
- Assist Customers with backups and restores.
- Assists with the installation and testing of Customer equipment.
  
- Answers all Customer calls for service, enters them into the trouble ticket system, and takes appropriate action to resolve customer issues.
- Performs/ assists in 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.
- Responsible for monitoring the Security Systems to ensure that GPX Security policies are being adhered to.

- May assist with the troubleshooting and repair of electrical systems (UPS, DG, STS, ATS), mechanical systems (chiller, CRAH), security and access, fuel systems, and fire systems.
  - May assist with the inspections of all data center equipment, including PDU, Switchboards, DGs, Chillers, and CRAHs.
  - Follows and executes procedures, standards and technical training related to GPX's and Customers' equipment. Recommends changes for improvement as appropriate.
  - Escalates Customer issues to GM Customer Operations.
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### **SECONDARY DUTIES**

Performs related duties as required.

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### **SUPERVISORY RESPONSIBILITY**

This position has no supervisory responsibility.

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### **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 5+ years of experience as a NOC or Data Center Engineer.
- Internet Knowledge: Internet Protocols, VLAN's, routers and switches
- Facilities Knowledge: Access Control, CCTV systems, BMS systems
- IT Systems Knowledge: O/S, hardware repair,
- Transmission Systems: WDM, Ethernet
- Network Cabling: Fiber/Copper Installation and Testing
- Previous experience in a customer facing role with excellent verbal, written, and customer service skills
- Basic knowledge of UPS's, DG's, Chillers, or CRAHs, not necessary, but would be an advantage.
- 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.

## **EDUCATIONAL REQUIREMENTS**

The Data Center Customer Operations Engineer should have 3-year diploma in one of the following areas: 1) Information Technology, 2) Electronics, 3) Electronics and Telecommunications, or a 4-year university degree in Computer Science, Electronics or Electronics and Telecommunications,

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