



GPX Position Description

Title: Deputy General Manager Customer Operations

Country: India

Reports To: Director – Customer Operations

Location: Mumbai

SUMMARY

The Deputy GM Customer Operations 'primary responsibility is to manage Data Center Operations team. In this role the DGM will responsible for customers installation, support, maintenance, access and security, and GPX SLA compliance. Additional responsibilities include vendor management, technical management of the GPX data center and critical infrastructure, and training and coaching of the Data Center team

ESSENTIAL DUTIES

- Managing DCO teams to ensure timely completion of deliverables:
 - Installation and testing of Customer equipment.
 - Response, resolution and closure of customer issues
 - Regular and timely reporting
 - Trouble shooting and support on servers, SSDs, networking equipment and cross connects including fiber.
 - Taking Back ups and restores
 - Remote testing function
 - MIS reporting – internal and external – as per defined frequency.
- Ensuring adherence to GPX Access and Security Procedures and introduce additions/modifications in line with requirements.
- Responsible for operation and maintenance of IT Infrastructure including CCTV, Access Control Systems, Fire Alarms, BMS, etc.
- Ensuring execution of procedures, standards and technical training related to GPX's and Customers equipment; and recommending changes for improvement.
- Escalation point for customer issues to ensure timely and satisfactory resolution; and notification to management.
- Tracking and ensuring SLA fulfillment in line with contractual commitments to customer.
- Vendor Management and inventory management to ensure timely response to requirements. Annual budgeting and cost controls of IT expenditure.
- Coordinating with Facilities team for troubleshooting and repair of electrical systems (UPS, DG, STS, ATS), mechanical systems (chiller, CRAH), security and access, fuel systems, and fire systems.



- Responsible for change management procedures.

SECONDARY DUTIES

Performs related duties as required.

SUPERVISORY RESPONSIBILITY

This position will have supervisory responsibility.

POSITION REQUIREMENTS

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

- Minimum of 15+ years of experience. Out of those, 10+ years should be of managing a team of 30+ engineers/technicians.
- 7+ years of experience in a customer facing role with excellent verbal, written, and customer service skills.
- 7+ years of experience in the following areas:
 - Asset management and control.
 - Technical management of electrical and mechanical equipment
 - Project management and management reporting.
 - Process development and improvement in line with Industry Standards
 - Managing both capital and P&L budgets.
- Additional Experience Preferred:
 - Advanced knowledge of servers, storage and computer networks.
 - Advanced knowledge of CCTV, Access Control, BMS, Fire alarms and suppressions systems.
 - Knowledge of UPS's, DG's, Chillers, or CRAHs, not necessary, but would be an advantage.
 - Knowledge of Microsoft Office software including Excel, Word, Access, Microsoft Project, AutoCAD, Cable Management System, Trouble Ticket System, etc.

EDUCATIONAL REQUIREMENTS

The Deputy General Manager - Customer Operations Engineer should have a 4-year university degree in one of the following areas: 1) Information Technology, 2) Electronics, 3) Electronics and Telecommunications, 3) Electrical Engineering, 4) Mechanical Engineering; and a Masters in Business Administration. PMI Certifications will be an added advantage.
