

## **AUBix Data Center Engineer**

The Data Center Engineer (DCE) will provide onsite professional services, design and support for new systems and service existing systems through racking/stacking/cabling/troubleshooting of servers, network devices, etc. The DCE will provide hands-on network support to remote teams and customers, manage shipping and receiving of hardware, asset audits, coordinating installations and other data center support needs as they are assigned. Directly responsible for interconnection and meet me room services, carrier-based delivery of network services, cross connects to retail clients, as well as managing AUBix's core network. Will be responsible for building and maintaining network service stack policies and procedures whether provided by AUBix or by a third party. Pre-sales support for new and existing customer's rack, network design and configuration.

Hands-on hardware troubleshooting experience with customer servers, Cisco switches and routers and other network devices are desired. Network engineering certifications, CCNC/CCIE, Server +, A+, Net+, Dell, and BICSCI certifications are desired. Experience managing all aspects of data center operations including, overall network architecture, network troubleshooting, structured cabling and knowledge of multi-mode and single-mode fiber cabling.

### **Responsibilities include:**

#### **Network related:**

- Establishing networking environments by designing systems or configurations, directing/participating in system installations, defining documentation and enforcing system policy standards.
- Design and implementation of new network solutions and improving overall network resiliencies.
- Maximizing network performance.
- Network monitoring, troubleshooting.
- Scheduling implementing standard maintenance procedures.
- Setting Network and enforcing network policies.
- Configuring network routers and switches
- Configuring IP based voice systems
- Basic firewall configurations and firmware upgrades
- Managing and instructing network partners related to upgrades/service stack responsibilities.

#### **Data Center Operations:**

- Provide on-site physical and virtual support of technology infrastructure
- Deploy and configure Windows server operating systems
- Diagnose and repair various network, software, and operating system configuration issues
- Install and remove server, network, and infrastructure equipment
- Familiar with inside plant cabling tools, power tools, ticketing systems, and escalation procedures
- Experience testing and troubleshooting Ethernet, T-1, DS-3 and fiber termination
- Handle testing procedures, troubleshooting, and test equipment using systems such as, but not limited to, Fluke IQ qualification tester.
- Knowledge of BICSCI standards and cable management techniques
- Knowledge of Multiplexor, Sonet, Media Convertor, Ethernet switches and DWDM systems
- Pull, terminate, document and test copper and fiber circuits
- Install overhead cable tray, cages, racks, and equipment
- Complete work orders and customer service requests within service-level agreement contractual guidelines
- Receive, unbox, and move assets from building loading dock to secure company storage
- Manage and oversee contractors/vendors working in the data center and critical areas
- Update and maintain corporate asset management system with all moves, adds, and changes of equipment
- Communicate with customers via email, telephone, and corporate ticketing system

- Perform daily walkthroughs of the environment to check for system faults and escalate as needed
- Manage/ install cable infrastructure and hosts per industry guidelines
- Provide day-to-day customer support on all hardware/network related issues including, but not limited to, service requests, network alarms, and deployments
- Develop policies and procedures for IT related tasks under direction of AUBix management

**Education or Equivalent Experience:**

- Minimum 5 years previous experience working in a complex high availability customer data center network environments
- 2 Years Network Administration or Management
- CCNA or equivalent work experience
- Experience building and maintain WAN architecture
- Server +, A+, Net+, Dell, and BICSCI certifications are preferred
- Experience working in an enterprise data center environment utilizing cabling standards and quality control
- Understanding of data center infrastructure systems and typical requirements
- Able to perform equipment installations and dock duties
- Intermediate experience working with Windows Server
- Experience diagnosing network, operating system, and component failure issues and handling or directing? issue resolution
- Basic understanding of network principles
- Functional knowledge of server, network, and infrastructure technology
- Excellent business professional oral and written communication skills
- Strong interpersonal skills with the ability to interact with colleagues, management, outside contractors, and customers
- Must have the ability to prioritize and perform multiple tasks simultaneously
- Access to reliable transportation
- Adheres to all Federal and Local Safety laws
- Follow AUBix data center corporate policies and procedures

**Physical Requirements:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. These physical tasks may be required on an emergency basis, meaning performed by the CFT alone, without notice, and on an immediate basis to meet urgent facility operations requirements and standards at a site where frequently no other personnel are available.

- Ability to stand 1/3 – 2/3 of the work schedule or shift
- Ability to walk 1/3 – 2/3 of the work schedule or shift
- Ability to sit 1/3 – 2/3 of the work schedule or shift
- Ability to climb 1/3 – 2/3 of the work schedule or shift
- Ability to balance 1/3 – 2/3 of the work schedule or shift
- Ability to stoop, kneel, crouch and crawl using both arms and legs 1/3 – 2/3 of the work schedule or shift
- Ability to reach with both hands & arms 1/3 – 2/3 of the work schedule or shift
- Ability to grasp, push, and pull objects 1/3 – 2/3 of the work schedule or shift
- Ability to smell, talk & hear
- Ability to use hands to type, handle & feel

- Ability to reach with hands and arms
- Ability to see at close and distance ranges and the ability to see and correctly distinguish color
- Ability to lift equipment in small spaces without mechanical assistance, weighing up to 50 pounds
- Ability to work inside and outside
- Ability to work shifts to support 24x7 data center operation, and flexibility in work hours to cover other shifts