

AUBix Data Center Technician

The Data Center Technician (DCT) is responsible for all aspects of data center operations throughout the year. They will participate in an unwavering attitude and commitment to safety and reliability within the Data Center. The DCT will drive continual improvements to the operational excellence of the data center by adhering to company standards and industry best practices. They will have a mindset of ongoing learning and development, and will pass Level I training within 60 days of employment, and Level II training modules within 6 months of employment.

Responsibilities:

- Operate and maintain critical and non-critical data center infrastructure, equipment, and systems
- Work with a team of DCTs to deliver total availability (100% uptime) while minimizing risks
- Monitor power, cooling capacity, and environmental conditions within the data halls
- Utilize a Computerized Maintenance Management System (CMMS) as a tool to manage all planned and unplanned data center work
- Perform preventive maintenance on data center electrical and mechanical equipment
- Assist with the development, revision, and execution of approximately 200 operating procedures and preventive maintenance inspections, and perform quality control reviews to ensure accuracy, clarity, and continual improvement
- Resolve all electrical and mechanical issues within the Data Center quickly while minimizing risk and properly communicate issues to the appropriate chain of command
- Respond to emergencies and critical issues as necessary and work independently and as a team, according to staffing and situation, towards complete recovery
- Troubleshoot and document technical issues, escalates as appropriate, and ensure issue resolution
- Assist with planning on all corrective issues
- Assist and/or complete physical and logical installations of AUBix services
- Maintain accurate facility data including, rounds, PM work orders, change management, etc.
- Maintain strict adherence to change control activities
- Manage assigned workflow tasks in order to provide timely turnaround
- Perform and execute installation/de-installation projects that would include the racking and stacking, dressing cabling and labeling.
- Participate in cage demolition which requires work with ladders and various hand tools to remove cage infrastructure.
- Assist customers with shipping and receiving.
- Work directly with colocation customers to isolate and troubleshoot issues as necessary.
- Escort and work effectively with outside contractors, ensure they are abiding by critical facility work rules
- Complete facility rounds at the beginning of each shift to ensure data center and grounds upkeep and cleanliness
- Follow AUBix data center corporate policies and procedures
- Participate in facility training programs on a regular basis
- Participate in construction and commissioning, as directed by the Data Center Manager (DCM)

- Work shifts to support 24x7 data center operation, and have flexibility in work hours to cover other shifts
- Adhere to all federal and local safety laws
- Complete other such duties consistent with your role as you may be assigned by AUBix management

Education or Equivalent Experience:

- High school degree, required
- Prior military, community college or technical school training, preferred
- 1-3+ years' experience in Mission Critical Environments, preferred
- Electrical or mechanical licensure, preferred

Knowledge, Skills, Abilities, and Competencies

- Strong verbal and written communication skills required for working effectively with DCM, team members, vendors and customers on daily data center management
- 2 to 3 years' experience with the installation, testing and terminating of copper, fiber (multi & single mode) and coaxial cable.
- Working knowledge of all OSI layers, TCP/IP model and associated protocols such as DNS.
- Effective at troubleshooting Layer 1-3 issues (physical, data link and network layers).
- Responsible for fiber testing, light testing, continuity – Transmit/Receive, DB Loss Level, head-to-head testing.
- Thorough understanding of TIA/EIA-568 and IEEE 802.3 Ethernet fundamentals.
- UNIX/Windows operating system navigation, general commands and system programs/processes knowledge and experience.
- Good written technical proficiency to support the creation and revision of process documentation (MOPs, SOPs, and EOPs)
- Above average problem-solving and analysis skills for evaluating a situation, identifying solutions, and working with leadership and teammates to resolve
- Embraces a team-based mentality by building positive morale and team spirit, supporting teammates efforts to succeed, and recognizing teammates accomplishments
- Able to function effectively and maintain focus in high-pressure situations
- Has a “can-do” customer service attitude who is conscientious and takes personal pride in their work
- Has high degree of attention to detail and completes tasks on time
- Able to follow instructions, respond to management direction, and volunteer readily when asked
- Able to handle changing needs and priorities accurately and professionally
- Able to read and understand electrical and mechanical manuals, drawings, and sketches
- Able to work proficiently and safely with hand tools and power tools

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 DCT 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, walk, sit, climb, and balance
- Ability to stoop, kneel, crouch and crawl using both arms and legs
- Ability to reach, grasp, push, pull, handle, feel, and type with both hands and arms
- Ability to smell, talk and hear
- 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 100 pounds
- Ability to work inside and outside