**JOB DESCRIPTION**

JOB TITLE: Jersey DC and Facilities Technician

REPORTS TO: Facilities Manager

HOURS OF WORK: 08:00-17:00

DEPARTMENT: CSO

LOCATION: Jersey

## JOB PURPOSE

To Coordinate DC (Data Centre) and facilities responsibilities in the Sure Jersey offices and other Sure locations as required. This includes physical access, CCTV, DC installs and changes, contractor coordination and assist in maintaining the Sure Jersey office Environment.

To work closely with the Facilities Technical Engineer (FTE), relevant engineering and support teams (both internal and partners), DC personnel and other stakeholders to ensure the necessary quality, control and standards of service are delivered in the DC and Jersey offices.

## MAIN DUTIES AND RESPONSIBILITIES

Specifically (but not restricted to):

* Ensure the Sure Jersey DC (Data Centre) environment is running at optimal levels and report findings to the TFE.
* Coordinate DC and Facilities related maintenance tasks.
* Support the security team by ensuring security compliance and physical access into the Sure sites (specifically Jersey). This includes support with systems used for the issuing and management of access cards.
* Act as technical escalation for DC and facilities related events and incidents.
* Use of the BMS (Building Management System) to ensure the DC can be properly monitored.
* Perform a “Hands & Eyes” function for customers if required as per requests in Zendesk
* Manage DC space, power, connectivity and other requirements are delivered to the internal and external customers and detailed and accurate records are maintained in the appropriate systems and tools.
* Keep a detailed and accurate record of all work done in the appropriate tools.
* Ongoing review of and offer suggestions for the improvement of processes, procedures, and systems to ensure the most efficient and professional delivery of DC and facilities services.
* Ensure all scheduled tasks are completed accurately and on time, ensuring that they are appropriate and scheduled at the most efficient time.
* Ensure change control documentation and quality processes are submitted and followed for DC and facilities related changes.
* Be available on occasion to perform work out of normal working hours for training, changes or major incidents, etc.
* Monitor relevant performance and implement or recommend improvements as agreed by the Facilities Manager
* Act as liaison and/or point of contact between Sure Facilities in Jersey other stakeholders or partners.
* Assist with Data Centre Customer on boarding (with SOC and Facilities colleagues) including recording rack and key locations –
* Coordinate with the FTE and suppliers on Data Centre M&E, access control, and cleanliness requirements.
* Coordinate Jersey Data Centre Operational Services (Remote Hands etc.) and cabling / patching where required coordinated through Zendesk or equivalent system
* Work with the Facilities Team in Guernsey to provide Sure DC services.
* Assist and coordinate contractors that are working on the DC and facilities Sure assets under the supervision of the FTE or Facilities Manager
* Perform regular testing and follow run-sheet tasks to ensure Jersey DC is constantly in top working order to include daily Generator visual checks

**In addition, the person will be required to**

* Understand and comply with the licence and other regulatory rules applying to the position.
* Understand and comply with the Data Protection Law as it relates to the position
* Understand and comply with the Health and Safety responsibilities relevant to the role as defined in the Sure Safety Policy
* Work in accordance with the safety procedures and safe working policies of Sure
* Undertake appropriate security awareness training covering information security, data protection, financial crime and payment card data and comply with their information security responsibilities. This awareness training includes understanding of the incident reporting process to be followed in the event of the employee suspecting, causing, or discovering an information security incident.
* Ideally hold a valid and clean driving license (Car).

Due to the nature of this position, the postholder must hold a satisfactoryBasic Police Disclosure. All disclosures of a criminal background are treated with the strictest confidence and checks will only be made in connection with suitability for a post and for no other purpose.

Convictions likely to be considered relevant to this post include dishonesty and those indicating a breach of trust, due to the security requirements of the role*.*

Please note that disclosure of a criminal record will not necessarily debar you from employment in this post – this will depend on the nature of the offence/s and the circumstances surrounding it/them.

**COMPANY VALUES**

* One Team
* Customer Driven
* Trust
* Simplicity

## SKILL REQUIREMENTS

Essential

• Educated to at least GCSE level with good pass results is essential.

• Experience in Data Centre’s or related field is essential.

• Highly motivated individual.

• Strong analytical and problem-solving skills.

• Good communication skills, both verbal and written.

• Strong customer service skills.

• Well organized and methodical.

• Able to follow instruction

Highly Desirable

• Good broad knowledge of DC and facilities technologies.

• Can work with both hands and mind to achieve flexibility in getting the job done.

• Experience dealing with partner support relationships.

• Ideally have a good understanding of Data Centre Power and Cooling technologies.

• Ideally have a minimum of four years’ experience

**Personal/Behavioural attributes:**

**•** Diligence and attention to detail are key skills along with ability to multi-task and prioritize work appropriately.

• Eager and quick to learn new skills and technologies.

• Able to use their initiative to tackle a broad range of problems.

• Ability to work independently with minimum supervision.

• Ability to work either as part of a team and prepared to ‘muck in’ when required.

• A cheerful and optimistic attitude to work.

• Good interpersonal skills with both internal and external customers.

• Calm and controlled under pressure and ability to handle stressful situations.

• Proactive

• One Team