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Job Title: Operations Management
Job Code: 210153
Location: IL - Chicago
Job Category: IT Operations
Travel Required:
Product: (Not Product Specific)
Date Posted: 09/25/2007

Data Center Manager

The Data Center Manager has responsibility for a single large data center facility or several small data center environments in a given geographic area. The Data Center Manager has two primary functions. First and foremost the data center manager has operational responsibility for driving all data center efficiency and productivity metrics for the given facility. This means they are held accountable for the production and run of their data center facility, client deployments, quality of operational run, negotiating and managing vendors on a location or site basis, and ensuring quality is delivered uniformly across their production scope. The second function is defined as being the primary interface and escalation for communication, responsibility and accountability into and out of the data center facility for all internal clients, infrastructure service groups, and the Data Center Services organization itself.

Job Description / Requirements

This position requires a detailed understanding of data center management and operational experience. In addition to these basic skills the candidate must possess strong written and verbal communication skills, excel at project management and be familiar with advanced operational processes and procedures in dealing with large data center environments.

The ideal candidate will have an expert knowledge in the following areas of data center management, project management, and possess the following operational skill-sets with prior responsibilities.

Data Center Technology and Experience

- Significant management experience in a production, mission-critical, revenue-dependent, 24x7 data center environment.
- Understanding of HVAC technologies
- Family Lead, IT/OPS Program Management/Team Lead with early detection, fire suppression and alarm systems including FM-200, and VESDA.
- Significant experience with generator and power production plants. Experience with Hi-tec and Piller a plus.
- Electrical systems, power distribution units (PDUs), power management modules (PMMs), and static switches. Experience with MGS a plus.
- Experience in enterprise grade data center design and

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Percy

Operations Management

"When I left San Francisco, I thought I'd miss a lot of what the city offered. But I get it here—diversity, art, museums, music, attractions. Seattle reminds me of a twin city of the Bay Area."

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layout with specific experience in large Internet operations environments, banking, business continuity providers, or financial institutions a solid plus.

- Mid to large scale data center expansion/construction experience.
- Experience with N+1 or better data center environments a must.
- Significant understanding of core data center infrastructure components and requirements such as chiller towers, diverse & redundant power facilities, and fundamental knowledge of mechanical and electrical systems.
- Requires a strong working knowledge and understanding of IT infrastructure such as servers, SANs, storage, and networking.
- Ensures the data center facilities are properly staffed to deliver new deployments and operational run needs.

Data Center Technology and Experience

- Understanding and ability to describe concepts in redundancy as they apply to electrical and cooling systems (2N, N+1, N+2)
- Basic understanding and ability to describe the differences between a Static (battery) UPS and Rotary or Continuous Power Supply
- Basic understanding and ability to describe differences between Chilled Water and DX refrigerant cooling systems.
- Understanding of under floor static pressure and its value in a data center environment.
- Belief in a rigorous cable management regimen.

Project Management and Deployment Experience

- Ability to develop detailed project plans for large-scale server and data center related projects.
- Ability to manage, prioritize and successfully execute multiple concurrent mission-critical infrastructure deployment projects.
- Ability to balance competing demands for resources and adapt to changing priorities.
- Proven ability to deliver projects on-time and adherence to deadlines.
- Proven ability to motivate disparate teams both direct and indirect to solve issues.
- Proven ability and understanding of budgetary and financial processes.
- Proven ability to apply critical thinking in complex situations.

Communication and Management Skills / Experience

- Requires excellent inter-personal, communication and presentation skills.
- Proven track record as a Team-builder and leader.
- Proven track record at vendor management in support and labor-based contracts.
- Proven track record of vendor management in maintenance based contracts.
- Proven track record in process and procedure development and execution.
- Provide meaningful and timely reporting for weekly success metrics.
- Proven success and experience in recruiting, promoting, training, disciplinary actions, and other basic management functions.
- Ability to interact with internal business units and deployment organizations to ensure MSN's operational responsibilities are aligned with strategic initiatives.
- Provides leadership, direction, and performance

management for all subordinates.

Other Management Responsibilities

- Managing vendor relationships and responsibilities for the specific location.
- Reporting focus placed equally on operational, end-customer, client, and financial impacts.
- Managing and maintaining a relationship with property land lords and property management firms in the region.
- Ensuring the overall security of personnel and the data center
- Requires a solid grasp of the trends and direction of emerging technologies and their potential application/value to the business.
- Responsible for analyzing production operations and initiates corrective actions to ensure operational stability and efficient work-flow.
- Experience in management services, and/or data center services as a utility model a huge plus.
- Develop key understanding of environmental and project level work to provide capacity planning and modeling data.
- Initiates and establishes quality standards for the data center and manages those initiatives.
- Develop programs and initiatives that drive a healthy work-life balance for all employees of the data center facility.

Reporting and Communication Frequency

- Regional Data Center Manager - Daily
- Director of Data Center Services - Monthly
- Director of Deployment Services - Weekly
- Deployment Services Program Management - Daily
- Capacity Planning and Standards Program Management - Weekly
- Other MSN Data Center Managers - Monthly
- Service Operations Management - Quarterly

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- Education / Certification / Mandatory Experience
- Bachelors degree in Mechanical Engineering, Electrical Engineering, Computer Science, or equivalent
 - 5 years experience, Data Center Management
 - 2 years experience, IT infrastructure deployment
 - 3 years experience, increasing personnel management responsibility
 - 2 years experience, vendor management
 - PMI Certification a plus
 - Professional Engineer Certification a plus

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