



## **DATA CENTER TECHNICIAN JOB DESCRIPTIONS**

### **JOB DESCRIPTION SUMMARY**

The Data Center Critical Facilities Technician will possess data center knowledge and is responsible for the operational integrity and regulatory compliance of the data center electrical, mechanical, and fire life safety systems.

The Data Center Critical Facilities Technician maintains and follows the processes that maximize customer uptime in the most cost-effective way. Ensures that data center problems are identified and repaired quickly, that contractors deliver quality services, and that internal customer demands are met.

### **ESSENTIAL DUTIES & RESPONSIBILITIES**

- Develops creative approaches to keep operational costs to a minimum, improve efficiency, and implement new strategies. Systems of responsibility include:
- Mechanical responsibilities will include chilled water systems and components, HVAC systems such as roof top units, CRAC/CRAH units, and humidification systems.
- Electrical responsibilities will include electrical/critical power distribution from the Utility/Generator main switchgear through the UPS systems out to the customer load.
- Fire Life Safety responsibilities will include wet sprinkler systems and pre-action sprinkler systems as well as their associated detection devices.
- Tests performance of electromechanical assemblies and electronic voltmeters.
- Reads blueprints, schematics, diagrams, or technical order to determine methods and sequences of processes.
- Inspects parts for surface defects.
- Installs electrical or electronic parts and hardware in housings or assemblies, using hand tools.
- Aligns, fits or assembles component parts, using hand or power tools.
- Operates, monitors, maintains, and responds to abnormal conditions in facilities systems. Areas include: Mechanical, Electrical, Fire Life Safety, and Building Monitoring and Control
- Analyzes systems to ensure best practices for both internal and external customers
- Provides feedback to DCO Engineering on the effectiveness of existing standards and processes
- Works with contractors and consultants to review quality assurance for all system expansions, corrections, and upgrades
- Works with the CF Ops Lead Technician to track and complete an aggressive preventive and predictive maintenance program
- Ensures data center operates at maximum operational efficiency, including analyzing existing operating conditions, recommending new technologies and improving overall efficiency, and cost reduction.
- Manages systems to avoid unplanned customer-impacting events
- Works with CF Ops Lead Technician to determine maintenance requirements for mechanical, electrical, and fire life safety systems.
- Performs other duties as assigned
- Regular, predictable attendance is essential to satisfactory performance.

### **KNOWLEDGE, SKILLS & ABILITIES**

- Possess an understanding of the mechanical, electrical, and fire life safety systems used in a data center environment including, but not limited to the following: electrical distribution and layout, Transformers, PLC's, Generators, Switchgear, UPS systems, STS', ATS' PDU's, Chilled Water Systems, CRAC/CRAH's, Pre-Action Sprinkler Systems

- Knowledge of NEC, NFPA 70E, NFPA 72, NFPA 25, and compliance issues as well as building codes in regard to fire life safety
- Current knowledge in industrial safety best practices (i.e. lockout/tag out, arc flash protection, OSHA and state regulations)
- Familiarity with data trending / tracking and analysis and the ability to utilize a PC based integrated critical monitoring systems
- Ability to process Hands and Eye requests as required i.e., Tape Rotation, Rack and Stack of equipment, inventory hardware, power cycle devices, patch cable install/removal
- Demonstrated hands-on experience installing, maintaining, and/or troubleshooting large commercial and industrial systems including:
  - Chilled Water Systems
  - Large Centrifugal Chillers
  - Cooling Towers
  - Heat Exchangers
  - Water Treatment Systems
  - VFD's and Pumps
  - HVAC equipment
  - CRAC/CRAH's
  - Humidification Systems
  - Water heaters
  - Water/Air filters
  - BMS and PLC Controls
  - Emergency Standby Diesel Generator Systems
  - Fuel/Oil systems,
  - 480/277 and 208/120 electrical generation and distribution
  - Static UPS Systems
  - Double Interlock Pre-Action Systems
- Excellent communication skills, both written and oral
- Proficient with MS Office Suite (Word, Excel, PowerPoint, Project)
- Ability to communicate effectively with customers and internal staff and effectively work in team environment
- Ability to coordinate, supervise, and communicate with contractors who perform maintenance or upgrade work on these systems.
- Ability to learn quickly and address issues as they arise during normal working hours or after hours.
- Ability to operate in and promote a rigorous process-driven team environment
- Ability to logically analyze and solve problems
- Ability to effectively multi-task multiple projects
- Ability to operate Hand and Machine Tools (hammer, drill, saw, etc.)
- Ability to operate electrical tools such as a multi-meter or infrared camera
- Ability to operate a forklift
- Must be comfortable working in a high stress, fast paced environment with shifting priorities.
- Must be able to work on a shift which may require nights, holidays, and some weekends.
- Possess critical thinking and complex problem solving skills

## **EDUCATION & EXPERIENCE:**

### **(L1) Education & Experience**

- High School Diploma required.
- Associate Degree or equivalent education and/or work experience and a minimum of 2 years in a mechanical/electrical position within critical facilities (preferably a data center, hospital, semi-conductor, or power plant) required.
- CPR/First Aid and NFPA70E Certified during employment.

- Possession of an OSHA approved forklift certification or the ability to obtain one after hire

### **(L2) Education & Experience**

- Associate of Science in Technology degree or equivalent education and/or work experience plus
- Minimum of 3 years in a mechanical/electrical position within critical facilities (preferably a data center, hospital, semi-conductor, or power plant)
- CPR/First Aid and NFPA70E Certification during employment
- Possession of an OSHA approved forklift certification or the ability to obtain one after hire is required
- High School Diploma or GED required.

### **(L3) Education & Experience**

- Bachelor of Science in Engineering degree or equivalent education and/or work experience normally obtained with 6-8 years' related experience which includes:
- A minimum of 5 years in a mechanical/electrical position within critical facilities (preference given to data center, hospital, semi-conductor, or power plant experience).
- Two to 3 years as a data center technician L2 in a critical facility environment.
- CPR/First Aid and NFPA70E Certification during employment.
- OSHA-10 General Industry Course completion
- Forklift Certified (optional).
- High School Diploma or GED required.

### **PHYSICAL REQUIREMENTS**

- Primarily walking, standing, and bending with some sitting.
- Ability to communicate effectively with verbal, visual and listening skills
- Close visual work on a computer terminal.
- Dexterity of hands and fingers to operate any required equipment as well as to operate computer keyboard, mouse, and other technical instruments.
- Able to lift and carry heavy equipment, up to 50 pounds.
- Ability to climb ladders and work on raised platform.

### **WORK CONDITIONS**

- Data Center environment with varying temperatures and loud noises.
- Potential extensive daily usage of workstation or computer.

### **SPECIAL REQUIREMENTS**

- Must be willing to be part of the after-hours notification and escalation protocol.
- Must wear leather close-toed shoes with a solid rubber sole.

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