



## Data Center Technician 1

### Job summary

As a Data Center Technician, you'll deploy and maintain Company's Data Center Server and Network Infrastructure by installing, configuring, testing, troubleshooting, and repairing hardware and server software. You'll manage the configuration of networks, routers, bridges, and switches. You will lead local project teams on installations and develop project contingency plans. In this role, you will manage the physical deployment of data center-related technology and partner with various stakeholders. You will ensure that goals, missions, and projects are successfully delivered and that they are repeatable across our global array of data centers. In this role, you will move and install equipment, and ensure Data Center quality and reliability.

Behind everything, our users see online is the architecture built by the Technical Infrastructure team to keep it running. From developing and maintaining our data centers to building the next generation of Company platforms, we make Company's product portfolio possible. We're proud to be our engineers' engineers and love voiding warranties by taking things apart so we can rebuild them. We keep our networks up and running, ensuring our users have the best and fastest experience possible.

### Responsibilities

Partner and lead efforts/projects in the deployment, maintenance, and support of data center infrastructure.

Test and troubleshoot server and network hardware components/designs.

Lead complex troubleshooting and resolve critical technical issues.

Install and maintain switches, routers, and other large-scale networking gear.

Configure and troubleshoot Linux OS-related issues.

### Requirements

Experience in maintenance and monitoring of server systems.

Experience with operating systems and networking protocols.

Experience with troubleshooting and diagnosing computer, server, and network hardware.

Experience working with and troubleshooting hardware or network-related issues using Linux-based tools.

Experience troubleshooting OS, network equipment, and software.

Experience with coding, systems administration, or scripting.

Ability to partner with people and teams to overcome challenges.

## Data Center Technician 2

### Job summary



The [Data Center Technician](https://100hires.com/data-center-technician-job-description.html) is responsible for full performance level duties in the day-to-day data center operations including receiving, installing, and configuring server, storage, and network hardware. Duties include standard to complex installation and configuration of operating system and management software, cable management, asset management, capacity management, enterprise system monitoring, hardware troubleshooting, and fault isolation and resolution.

## Responsibilities

Operates and installs computing equipment related to infrastructure and applications including servers, storage, network, telco, and software.

Sets up and installs equipment, hardware, and cabling on data equipment and peripherals. Performs general and preventative maintenance and plans downtime procedures.

Oversees maintenance, cleaning, cooling, and power needs for the hardware and equipment room environment.

Maintains optimal system performance. Performs data backup, ensures system security, and manages systems capacity.

Maintains inventory and labeling of equipment and removal of decommissioned hardware. Maintains an adequate spare parts inventory of systems, subsystems, and parts used in repair work.

Assists with shipping, receiving, and distribution of equipment and hardware.

Troubleshoots and repairs computer systems and peripheral equipment. Identifies and resolves issues and errors and documents all related information.

Prepares progress reports for all work performed, updates tracking documents, and distributes to managers and staff.

Creates, updates, and maintains documentation for topology, policies, procedures, and miscellaneous documents.

Communicates issues or possible risks to management, end users, and IT staff.

Monitors assigned enterprise systems and services and responds to events and alerts.

Adheres to IT policies, procedures, and protocols.

Provides Tier 2 support for supported systems and infrastructure. Establishes and fosters ongoing relationships with assigned groups.

Trains in and supports ITIL processes including change, incident, and problem management.

Participates in on-call responsibilities.

## Requirements

EDUCATION – High school diploma or equivalent is required.

EXPERIENCE – A minimum of three (3) years of related experience is required.

## Data Center Technician 3



## Job summary

Data Center Technician assists in the day-to-day administration of data center operations. Coordinates data with finance for inventory management, quality control, and best practices for geographically redundant data centers. Helps to ensure the ongoing capability of high-availability production data centers to support E-9-1-1, Commercial Location, Wireless Infrastructure, Wireless Data Delivery along with other Public Safety Applications.

## Responsibilities

Provide support shipping and receiving of data center inventory across the US

Coordinate with Finance on tracking physical assets on all incoming and outgoing shipments

Ultimately responsible for accurate asset tracking and tagging for data center and lab equipment.

Assist the operations team as needed in racking physical assets in our DC

Install hardware and cabling on computers and peripherals

Able to be in the Seattle Data Center 80% of the time

Other duties as assigned

## Requirements

Detail-oriented, with strong analytical skills.

Knowledge of connection types within a working DC environment (i.e., CAT5, CAT6, LC-LC Fiber)

Experience racking and cabling network equipment in a DC environment

Self-motivated with the ability to work to high-performance targets with minimal direct supervision.

Willing to work extra time as necessary to meet project deadlines.

## Data Center Technician 4

### Job summary

In this [Data Center Technician](https://100hires.com/data-center-technician-job-description.html) role you will be expected to maximize the customer-facing support model across the enterprise by providing strategic direction and performing tactical implementation of IT solutions by Company DC Ops program standards. This role will also provide value by composing documentation and regular process updates based on Manager and Director feedback.

### Responsibilities

Provide Technical Support in a 24x7x365 high availability data center

Help develop and maintain team SharePoint sites

Translate current and new business requirements into the operational process

Provide IT Technical support; installation planning, problem determination, vendor management, IT Cabling



Infrastructure management supporting Hardware and Infrastructure for distributed, storage, and mainframe platforms.

Identify data center operational risks and propose alternative solutions

Translate project requirements and lead implementation services to other internal IT teams

Manage small to medium size projects, create project implementation plans, communicate and coordinate with internal and external resources as needed

Work with members of the Enterprise Technology Group team and the extended IT organization to implement and support numerous internal and customer-facing SaaS applications

Perform routine production and non-production administration, monitoring, and troubleshooting of IT Hardware as well as provide escalation-level support to remote offices

Create technical documentation for infrastructure solutions, policies, and operating procedures

Develop and maintain current and planned architectural documentation

## Requirements

Minimum 3 years experience working in a 24x7 -365 production Data Center

Experience working with IT Hardware (Tier 1)

Experience installing low-voltage communication cable (Fiber – Cat 6), IT Hardware, and peripherals

Candidate must have the ability to lift 50 pounds and the ability to climb and work at heights of 6 to 12 feet.

High school/GED minimum

## Data Center Technician 5

### Job summary

The primary responsibility of the [Data Center Technician](https://100hires.com/data-center-technician-job-description.html) position is to maximize the availability of all Data Center components. The technician is the point of contact for providing troubleshooting for all equipment in the Data Center facility. The [Data Center Technician](https://100hires.com/data-center-technician-job-description.html) will be responsible for Service Level Agreements (SLA) and work within them to see that there is a prompt response to the issues.

### Responsibilities

Provide Smart Hands support at the data center site

24/7 emergency high touch request

Arranging ad hoc servicing/repair

Arranging periodic servicing

Meeting with maintenance people

Physical intervention (electrical/mechanical)



Reacting to alarms (Client or Plant type alarms)

Responding to reports that environmental conditions are out of bounds

Support and assist in the troubleshooting and testing Datacenter equipment and components

Troubleshooting and patching Fiber and Copper cables

## Requirements

Have an associate or bachelor's degree (not a must)

Certification in Data Center Management

3 years of experience in Data Center Services including managing Servers, Storage, Backup, and Network devices

Experienced in racking, stacking, cabling, and decommissioning Data Center Hardware devices.

In addition to the above, the personnel will have experience in DC capacity planning, monitoring, and walkthrough

Strong Verbal and Written communication skills

Ability to walk around a good deal of time, and lift heavy devices

Willingness to work in shifts, attend on calls, and weekend work as per schedule

## Data Center Technician 6

### Job summary

The [Data Center Technician](https://100hires.com/data-center-technician-job-description.html) provides on-site support for the provision and maintenance of DCS Information Technology (IT) services within the assigned Data Center environment. Serves as the first responder to investigate any issues or concerns relating to the Data Center systems. Activities typically include: conducting fault diagnostics/rectifying hardware failures and network channel connectivity; installing, relocating, and decommissioning of DCS IT equipment (servers, switches, routers, etc); cable installation, hardware upgrades, and replacing failed components; and, overall general maintenance & housekeeping of the DCS IT services.

### Responsibilities

Perform hardware installations (rack/stack) and cable installations (routing, terminating, structured cabling), including troubleshooting and testing. Also, perform hardware decommissions and cable removal. Coordinate DCS IT asset redundant power requirements with appropriate facilities staff to ensure proper load balance and fail-over capacity to avoid cascading failures.

Prepare and coordinate incoming/outgoing shipments. Compare packing lists with purchase details to ensure accurate make, model, and quantities are received and processed.

Perform remote hands support (e.g. power cycles, physical environment, and cabling inspections, swap out failed components, hardware upgrades, testing of copper and fiber cables, handling storage media, and entering troubleshooting commands).



Grant site access to vendors and/or escort 3rd parties requiring Data Center access for approved activities, and ensure their compliance with site standards.

Carry out daily housekeeping checks of the data halls, and record findings.

Support Service Management and related processes (e.g., Service Request, Incident, Change) by creating, updating, approving, and closing associated assigned tickets.

Ensure that Method Statements and Risk Assessments are always prepared and used for all tasks undertaken - completing safe working practices.

Ensure that Method Statements and Risk Assessments are prepared and used for all tasks undertaken - completing safe working practices at all times.

## Requirements

High School Diploma/GED required Associate's Degree, preferred. 2-4 years of experience in computer science, Management Information Systems, business management, or a related field.

Accredited training in the installation of copper and fiber-structured cabling systems, is preferred. Previous experience using Remedy, DCIM tools, and BMS systems.

Ability to comprehend and interpret instructions, short correspondence, and memos and ask clarifying questions to ensure understanding. Ability to write routine reports and correspondence. Ability to respond to common inquiries or complaints from clients, co-workers, and/or supervisors. Ability to effectively present information to an internal department and/or large groups of employees.

Requires basic knowledge of financial terms and principles. Ability to calculate simple figures such as percentages.

Ability to understand and carry out general instructions in standard situations. Ability to solve problems in standard situations. Requires basic analytical skills.

Ability to learn new technologies with an interest in expanding and applying this knowledge as new emerge. A good understanding of fault diagnostic techniques including the use of handheld test equipment.

Ability to lift to 50 lbs.

An understanding of the Data Center environment, and the working restrictions applicable to such environments.

## Data Center Technician 7

### Job summary

The Data Center Technician, in collaboration with subject matter experts (SMEs), ensures that our compute, storage, and network hardware environments perform optimally. In this role, duties will include data center readiness and site preparation (floor planning, power, cooling, and cable plant) for the installation of cabinet racks. Will install equipment into pre-determined cabinet racks and RUs, pre-running, and label network cables, connect devices to pre-determined power ports, device name labeling, gather, and record asset information, and as well providing onsite smart-hands support.



To ensure success as a data center technician, you should exhibit extensive experience in ensuring optimal efficiency of the data center infrastructure. Top-notch data center technicians take proactive measures to prevent loss of data and damage to networks. This position will consult/analyze and deliver on more complex assignments/projects for their assigned area(s) of IT Infrastructure responsibility. They will run the data center and co-location services operations and manage the quality of service from multiple providers in a co-location model.

## Responsibilities

Monitoring and performing ongoing maintenance on servers and network equipment.

Providing IT support to staff and customers, as well as responding to server and network issues.

Protecting company data by preventing the overheating of data center components.

Running hardware diagnostics and replacing failing parts promptly.

Monitoring all network processes to ensure the smooth flow of data across the network.

Collaborating with software and network engineering teams on cybersecurity and network efficiency.

Upgrading internal system components, including CPUs, memory, hard drives, and network cables.

Documenting processes and keeping event logs.

Advising on the procurement of new data center equipment.

Keeping track of developing trends in data center technologies.

## Requirements

3-5+ Years of Information Technology Operations and management of multi-site data centers, asset tracking, disaster recovery, and emergency operations experience. (Required)

4 Year/Bachelor's degree or equivalent work experience

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## Data Center Technician 8



## Job summary

As a member of the Data Center Services (DCS) team you will be responsible for many data center facilities around the world, with an emphasis on one. The [Data Center Technician](https://100hires.com/data-center-technician-job-description.html) is responsible for managing the relationship with our providers, ensuring we have the network connections, power, cooling, and capacity needed to deliver services to our customers. As part of this team, you will also be responsible for racking equipment, maintaining a standardized cabling and labeling system, coordinating with various project managers on implementation schedules, inventory management, provisioning/decommissioning, and providing remote hands support for all the engineering and IT teams. You will be responsible for the health, care, and feeding of all IT Data Center equipment (servers, storage arrays, network gear, etc.).

## Responsibilities

Daily walkthroughs of our data center facilities to ensure the environment and equipment are operating at efficient levels.

Data Center Technicians will need to be able to multi-task and independently prioritize their workload.

Handle tickets for local support and implementation purposes and perform tasks as detailed.

Perform racking and stacking of hardware including cross-connect patching and labeling per standard methodologies.

Demonstrate basic knowledge of network systems, topology, and troubleshooting, including TCP/IP, DNS, firewall, Switch, and router roles.

Understand the procedures for providing connectivity including basic port enabling, cross-connecting, and the types of connectivity available.

Works with the other IT and Engineering teams to help support their private clouds, Storage arrays, Networking, VMware clusters, and physical equipment in the Data Center spaces.

Demonstrating a solid understanding of troubleshooting and response procedures associated with all alarms, alerts, and notifications from all monitoring systems.

Able to interpret and respond to monitoring events accordingly.

Participate in critical issue events, acting as the local point of contact as needed, understanding the escalation paths both locally and globally.

Available for after-hour maintenance and for emergency issues within the data center that require remote hands.

Following the direction in assistance of Data Center systems maintenance including PDU installation, power circuit auditing, and DCIM/Monitoring tools.

Work with outside resources to facilitate provisioning as well as participate in assisting contracted third parties with site access.

Assist inventory in shipping and receiving.

Must deliver an outstanding customer experience every day.

Other duties as assigned.

## Requirements





Knowledge of assembling, deploying, and troubleshooting server hardware

Prior work with installing, modifying, and troubleshooting server operating systems and other software

Experience with and Working Understanding of best practices of data center management

Experience with and Working Understanding of network topography and protocols

Experience with and Working Understanding of data center and equipment cooling

Experience with and Working Understanding of data center electrical systems, power deployment, and usage

Solid understanding of internet-related technologies and protocols

A+, Network+, Security+, and Linux+ certifications, knowledge, or experience is highly recommended

## Data Center Technician 9

### Job summary

The [Data Center Technician](https://100hires.com/data-center-technician-job-description.html) (DCT) is responsible for the physical installation and de-installation of IT equipment, network cabling, and power whips in the data hall, remote hands support, and escorting of non-badged visitors that have a valid business need to access the data hall.

### Responsibilities

Perform power cycles, physical equipment, and cabling inspections

Receive, review, and install IT hardware components as directed

Swap out failed components as directed

Install, terminate, test, and troubleshoot cabling. Single and multi-mode fiber, co-axe, Cat5, Cat6, etc.

Properly label, comb, and bundle cables by T5FM standards

Upgrade or replace IT hardware components (server, device, or network) as directed

Remove and de-commission hardware as directed

Handle storage media

Troubleshoot issues by providing first-hand observation of IT hardware components to the customer IT team

Monitor and report on equipment statistics, complete the appropriate round logs, PM work orders, and change management logs to track equipment and performance

Receive and track inventory for maintenance purposes

Escort and monitor outside contractors, ensure they are abiding by facility work rules

Work shifts to support 24x7 data center operation, and have flexibility in work hours to cover other shifts

Follow T5 data center corporate policies and procedures

Adhere to all federal, state, and local safety laws

Complete other such duties consistent with your role as you may be assigned by T5FM or customer management



## Requirements

Bachelor's Degree (B.A. or B.S.) from an accredited college or university in a major relevant field of study or equivalent

3-5+ years' experience in IT, required

Extensive knowledge of IT infrastructure, technologies, and data hall management

2+ years' experience with data center IT hardware, infrastructure, and cabling

## Data Center Technician 10

### Job summary

We have an exciting opportunity to join our Data Center team. The [Data Center Technician](https://100hires.com/data-center-technician-job-description.html) maintains and monitors the building's critical infrastructure systems, which support both Company colocation customers and building tenants. In this role, the [Data Center Technician](https://100hires.com/data-center-technician-job-description.html) investigates internal alerts and follows established escalation procedures to maintain compliance with high-level service and security requirements.

### Responsibilities

Monitor the Critical Facilities Monitoring System and provide reactive/notification/escalation services as required to address alarm events

Provide top-tier physical and remote customer service support for local and international Colocation Customers in a 24/7/365 facility

Perform hourly walkthroughs of the facility to visually check and collect readings from all critical electrical/mechanical equipment and monitor overall facility conditions

Assist with physical security monitoring through the use of cameras, access badges, door alarms, and notifications

Perform rack & stack tasks for customer IT equipment as required

Perform routine network operation tasks including IT equipment handling and troubleshooting, processing interconnection circuit orders, and general site support

Manage customer package deliveries through receiving, handling, storing, and shipping

Answer client calls, emails, and other inquiries in a professional manner, and coordinate the appropriate resources to resolve client issues

Assist in client deployment strategies and facility expansion planning

Open Crisis Bridge and participate as necessary in response to critical events

Monitor and assist Customer Support requests through the use of a Web-based ticketing system including access requests, Remote Hand troubleshooting, and processing orders

Sign visitors in and out of the facility and escort authorized personnel as required



Monitor and assist during planned outages or maintenance windows

Maintain detailed logs of all events, anomalies, inventory, and work tickets

Maintain ethical, professional, and courteous relations with contractors, tenants, and colleagues

All other duties as assigned by supervisor(s)

## Requirements

High School Diploma required; industry related certifications strongly preferred

2 years of previous Data Center experience or other related technical fields required

Fundamental knowledge of Data Center cooling and power infrastructure a plus

2 years of customer service experience

Strong troubleshooting, problem-solving, multitasking, and organization skills

Operate with a safety-first mindset at all times

Excellent communicator and team player

Experience working independently as well as collaboratively; effectively managing priorities while meeting hard deadlines

Ability to work cross-functionally with ease

Proficient with computers, commonly using email and Microsoft Office Suite

Excellent communication and interpersonal skills

Self-motivated, initiative taker

highest ethical and professional conduct and integrity

Adhere to all guidelines and expectations outlined in the company corporate handbook