



Title: Dir, Data Center Operations

Location: Toronto, ON

About our Company:

Cologix provides network and cloud neutral interconnection and colocation services in highly strategic and densely connected data centers. We enable customers to scale their businesses rapidly and cost-effectively by delivering flexible space, reliable power, and dense cloud and network connectivity to customers in the carrier, cloud, content delivery, media, financial services and enterprise communities. Our customers have direct access to our local operations teams which result in strong partnerships backed by exceptional operational support and unparalleled customer service. With 25 Data centers in the United States and Canada, Cologix offers space, power, cooling, cross-connects and physical security for its customers. We are headquartered in Denver, Colorado and have data centers in Columbus (3), Dallas (2), Jacksonville (2), Lakeland (1), Minneapolis (3), Montreal (7), New Jersey (3), Toronto (2), and Vancouver (2) where we provide local dedicated support teams for our colocation and interconnection customers. Our company is backed by one of the largest North American Infrastructure funds and we have huge growth ambitions.

About the Position:

As a Director of Data Center Operations with Cologix you will be responsible for daily operations and maintenance of the data centers, as well as the development and leadership of the operations staff. Performs or delegates tasks associated with the installation, acceptance, and maintenance of a variety of telecommunication equipment. Responsibilities for the Director of Operations and their operations team range from installation of cabinets, equipment, cross-connects, power circuits, performing customer remote hands requests, as well as sales support when needed. The operations supervisor is accountable for administering facilities management and upkeep, managing vendor maintenance of all critical infrastructure equipment. Project installation, testing and troubleshooting of telecommunication infrastructure components including, but not limited to, ladder rack, fiber guide, MDFs, IDF, switches, routers, and related cabling is also required.

This position will be responsible for managing the team of technical staff to install customer space, power and interconnection services, assisting with capacity planning, and 24X7 critical infrastructure and network monitoring in accordance with Cologix' Operations team overall mission and mandate as communicated by Cologix' Operations Management.

This position requires partnership with the General Manager of Sales in Toronto and active participation in development of customer solutions as well as regularly supporting prospect meetings and facility tours. This individual will also be responsible for the following tasks:

Implementing goals, objectives, policies, and priorities as communicated by Operations Management; analyzing data and developing solutions regarding administrative, organizational and operational problems; providing data in preparation of the budget in conjunction with Cologix' finance team and maintaining and monitoring appropriate budgetary controls.

What you do daily:

- Builds a high performance team by hiring and retaining the right talent as well as performance management of existing personnel.
- Designing solutions for customers as well as regularly supporting prospect meetings and facility tours.
- Delegates work appropriately among direct reports. Set appropriate and achievable goals for direct reports, holding reports accountable for goals set.
- Work closely with direct reports to develop their decision-making skills and empower direct reports to make decisions and take actions.
- Demonstrate Cologix values and cultural statement to drive excellence, productivity and customer service in all facets of employment, and instill such values in all direct reports.
- Maintain a positive and open demeanor, encouraging open discourse among reports while moving team forward through change and fostering teamwork and collaboration.
- Communicate business decisions including the context and reasons behind them to direct reports.
- Recognize the accomplishments of direct reports within the Operations team and the larger Cologix organization.
- Optimize opportunities and the efficiency of tasks set by appropriately assigning personnel.
- Evaluate overtime, shift-strategies, site coverage, and usage of contract employees.
- Interact externally with customers, vendors, and peers requiring influence, negotiation, and presentation skills.
- Provide facilities management for 3 data centers.
- Accountable for all interconnection services including installation, restoration, and maintenance of Meet Me Rooms, fiber optic cabling, fiber optic patch panels, CAT 6A STP cabling, CAT6A patch panels, MDFS, IDFS, and customer fiber optic and copper cross connects.
- Oversees the operations of 24X7 data centers, customer order installations, and 24X7 infrastructure.
- Assists with capacity planning, continuous improvement metrics and management, and interact with advanced operations and technical equipment support engineers.
- Manage team of field technicians and data center professionals such as electricians and facility supervisors providing daily Datacenter operations and remote hands support for customers
- Manage installs against aggressive schedules.
- Ensure that best practices are adhered to in areas of power, cooling, labelling, data cabling including adhering to TIA and BICSI, ASHRAE data center and data network standards
- Validates that requests are handled in a timely manner and documented in the ticketing system
- Maintains detailed and up to date site documentation such as floor/cabinet layout, electrical panel inventory, etc.

- Ensures management and tracking of capacity such as cabinet/space allocations, UPS and cooling plants loads
- Plan new customer installs including cage designs, cabinet assignments, power provisioning etc.
- Participates in the change management process to approve facilities maintenance tasks/MOPS
- Oversees that all Company procedures and policies are enforced
- Participate in regular facilities SSAE 16 audits and other customer audits as required to ensure Cologix meets SOC1, 2 and 3 reporting requirements
- Manages to Cologix performance metrics and participate in Operational Reviews to achieve industry leading SLAs
- Coordinate with multiple vendors for data cabling, cage builds, cabinet purchases etc.
- Interact with different organizations, customers, vendors, contractors, and building management to provide a high level of customer satisfaction
- Participate in facilities post incident reviews as required including all critical information for RFI/RFO's delivered to customers.
- Maintain high cleanliness standards throughout the data center
- Maintain budget adherence and ensure that budgeted funds are allocated appropriately and in accordance with the overall Operations team mission and mandate as communicated by the Company.
- Manage capital expenditures relating to Operations initiated projects.
- Evaluates, plans, and promotes operational efficiency in all Cologix facilities inclusive of constant improvement to PUE, evaluating and demonstrating payback, cost offset or IRR calculations reinforcing investments in efficiency projects.
- Demonstrate a passion for continuous improvement utilizing LEAN/Six Sigma methodologies to improve customer experience, SLAs, colocation facility uptime and network availability.
- Focus on power cost reduction opportunities including commercial solutions as well as power utilization reduction management techniques, particularly cooling efficiency improvements throughout the Toronto Cologix facilities.
- Serve as the liaison between the Toronto Operations team and the other Cologix teams including Sales.
- Ensure that all customer support and other Operations services meet or exceed established standards for quality and time.
- Be responsible for the installation and maintenance of all mechanical, electrical, and fire systems at all Cologix Toronto facilities.
- Other duties and special projects as assigned.

What makes you a good fit: (Qualifications)

- 5-10+ years of experience
- Bachelor's Degree required or equivalent experience
- Preference given to dual EE and ME Engineering Degrees
- Field of Study: Electrical, Mechanical and/or Operations Engineering, Computer Science, Physics, Mathematics, or similar fields
- Combination of education and experience will be considered.

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.

Cologix is an Equal Opportunity Employer. Qualified applicants are considered for employment without regard to age, race, color, religion, sex, national origin, sexual orientation, disability, or veteran status.