



Title: Technician, Data Center Infrastructure

Location: Drummondville, QC

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 29 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 (10), New Jersey (3), Toronto (2), and Vancouver (3) 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

You have good knowledge of electricity or building mechanics? You are a determined, resourceful, organized and versatile person as well as a good communicator? You like project management? So, here's a great opportunity for you to take on new challenges by joining a dynamic team in a data center environment unique to Quebec and constantly evolving.

Cologix is looking for a **Technician, Data Center Infrastructure** who will be responsible for implementing infrastructure projects and services delivered to our data centers. In his/her role, the technician will assist the team in place and contribute to the smooth running of the construction and maintenance and repair projects in line with the infrastructure. In addition, he/she will intervene in the smooth management of service contracts concluded with customers. These projects lead to the implementation of infrastructures as well as applications hosted in our data centers.

Responsibilities

- Assist and perform customer's physical equipment installations;
- Monitor and supervise the infrastructure of our data centers;
- Know the different internal management tools;

- Handle all customer support requests such as customer service interventions, adding or removing power equipment, report requests on troubleshooting;
- Communicate with clients to take charge of their request, until closing, and this, within the contractual processing deadlines required;
- Communicate internally to enable proper recording and billing of the client intervention, as well as the release of reports and indicators;
- Processing of in-house work permits and ensuring the ongoing operation of the client equipment operation;
- Participate in contracted facilities signed between clients and Cologix (initial installations, extension/addition);
- Establish and respect a schedule of preventive maintenance to be performed
- Request quotes and schedule work/repairs internally;
- Work in respect of the Cologix processes;
- Willingness to enhance existing knowledge/skills.

Qualifications

- DEC, DVS or technical training in electricity or building mechanics;
- Knowledge in electrical or mechanical techniques;
- Knowledge of the data center environment (an asset);
- Must be able to be multitasked in a fast-paced environment;
- Customer focused attitude with some previous customer service experience;
- Ability to work in a team;
- Basic computer skills required;
- **Bilingualism (French, English) required and essential.**

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.