



***Title: Data Center Technician***

***Location: Montreal***

***Title – Data Center Technician***

### ***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.

### ***About the Position:***

As a Datacenter Technician with Cologix you will be responsible for the daily operation and maintenance of the Datacenter. Responsibilities range from registering customers, performing remote hands requests, hourly rounds, records keeping and the installation of equipment or cross-connects. You will need to follow established procedures and maintain excellent customer communications. As such, you will clearly identify the customer's needs, document each request in the ticketing system and execute the request. You will provide excellent customer service that Cologix is known for in following up on each request until completion and starting escalations as required. You keep the facility safe and secure by monitoring the central environmental monitoring system and acting promptly on any failure or alarm.

### ***What you do daily:***

- Register customers
- Monitor security and environmental monitoring systems for multiple Datacenters
- Apply security policies and procedures

- Validate that all equipment are in good working condition such as CRAC, CRAH, UPS, Generators and all other related equipment
- Take readings off of equipment (Electrical and Cooling) and fill the related reports
- Take customers' calls
- Open and document tickets
- Execute customers' support requests
- Document all interventions and keep the ticketing system up to date
- Install cable runs and patch panels
- Maintain detailed site specification documentation on customers cross-connects and cables
- Keep the Data Center clean
- Ensure that best practices are adhered to in areas of cabling and documentation and conform to TIA-942 and BICSI standards
- Interact with different organizations, customers, vendors, contractors, and building management to provide a high level of customer satisfaction
- Responsible for asset management: process deliveries and replenishes consumables
- Manage installs against aggressive schedules
- Participate in facilities post incident reviews as required
- Available for 7/24 support

***Qualifications:***

- Minimum 0-2 years' experience in similar critical facilities
- Excellent written and verbal communication skills in both French and English required
- Bachelor's degree in Computer Science or Telecommunication (preferred)
- Technical and mechanical knowledge on the latest generation transport gear, critical infrastructure (HVAC systems, high-voltage electrical systems, DC Power Plants, etc.) found in Telecommunications facilities
- Very good understanding of IT systems including but not limited to servers and network systems
- Knowledge of MSOffice
- Autonomous with team spirit
- Comfort in working in a fast paced 24\*7 environment

**Note: Monday to Friday 3PM to 11PM - 8/1/2020 - 5/14/2021**

*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.***