



DATA CENTER TECHNICIAN

Job Description

The Data Center Technician provides professional services support to deploy new systems and service existing systems through racking, stacking, cabling and troubleshooting of servers, network devices, etc. Responsible for providing customers with onsite physical and virtual support of technology infrastructure.

Responsibilities

- Troubleshoots server hardware and physical connectivity problems in a data center environment
- Installs and removes server, network and infrastructure equipment
- Diagnoses and repairs various network, software and operating system configuration issues
- Communicates with customers via email, telephone and issue tracking system
- Works with customers, systems engineers and management to communicate ticket status
- Deploys and configures server operating systems
- Monitors and maintains the data center infrastructure to include cabinets, racks, PDUs and UPSs
- Cables machines to the network switches, and maintains cabling infrastructures
- Handles shipping and receiving of hardware, asset audits and other data center support needs as assigned
- Maintains in-depth understanding of system requirements and functions for each assigned project
- Coordinates with engineering team to stay current with customer requirements and system modifications
- Performs preventative maintenance on data center according to schedule
- Maintains inventory for all equipment installed in or removed from data center
- Participates in special projects as required

Technical Skills Required

- Server, network and infrastructure technology
- Information technology equipment installation
- Hardware troubleshooting with servers
- Data center best practices
- SAN connectivity
- Termination of CAT5/CAT6 copper cabling, and multi-mode and single-mode cabling usage
- Cisco and Juniper network devices
- Windows/OSX/LINUX configurations

Qualifications

- Associate's degree in a related discipline, or equivalent combination of education, certifications and experience
- 3+ years of relevant data center experience to include server, network and infrastructure technology
- Server+, A+, Net+ certifications preferred
- Working knowledge of inventory tracking system (WASP) preferred
- Understanding of data center cooling and power
- MS Windows and MS Office suite proficiency
- Detail-oriented, with the ability to prioritize and multitask
- Excellent interpersonal and communication skills
- Ability to work effectively in a small team environment
- Self-starter with ability to learn quickly and accomplish tasks in a timely manner with minimal supervision
- Capable of lifting equipment up to 50 pounds
- Ability to work occasional evenings and/or weekends as job duties demand

Travel: 5%

Classification: Full-time, Non-exempt

Reports To: Chief Technology Officer

Direct Reports: None