

## Critical Operations Manager

### FLSA Classification

Exempt

### Position Type

Full-time

### Reports to

Director/VP Critical Operations

### Department

Critical Operations

### Job Location

San Jose, CA

## JOB DESCRIPTION

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### About STACK

STACK is a leading data center company built from the ground up to address the full stack of its clients' critical infrastructure needs, today and into the future. With unparalleled existing and flexible expansion capacity in the leading availability zones, STACK provides the scale and geographic reach that rapidly growing enterprises and hyperscale companies need. STACK is committed to being the data center industry leader in building and delivering flexible critical infrastructure solutions that meet and support the complex requirements of enterprise and hyperscale deployments.

### Summary/Objective

STACK is looking for a Critical Operations Manager to support a local data center campus. As a leader in STACK's Critical Operations team, the Critical Operations Manager must possess an expert level of knowledge and will be responsible for assisting the Director/VP of Critical Operations in maintaining the mechanical, electrical, fire life safety, base building, and other various internal data center systems. The Critical Operations Manager is responsible for all operational aspects and uptime of the data center. The Critical Operations Manager will also be focused on implementation of programs related to Safety, Team, Availability, Communication, and Knowledge. The Critical Operations Manager will report to the Director/VP of Critical Operations. All data center operations staff will report to the Critical Operations Manager.



The Critical Operations Manager is responsible for the implementation of the Data Center Operations Program at their site and is responsible for employee training and ensuring all staff is adequately qualified to perform their duties. Holding regular team meetings and individual 1:1 sessions is required.

The COM will develop and maintain CAPEX and OPEX budgets at the site level. They will also be responsible for project execution and management including developing scopes, obtaining proposals, creating purchase requisitions, and ensuring invoices are routed properly.

The Critical Operations Manager is a people leader and will be responsible for the performance and conduct of all critical operations employees.

### **Essential Functions**

*Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.*

- Lead and implement standardized culture of always working safely across all STACK data centers.
- Data center subject matter expert for electrical, mechanical, fire life safety, and other data center systems.
- Advise the Director/VP of Critical Operations of the status of the site level preventative and corrective maintenance programs.
- Operate, monitor, maintain, and respond to abnormal conditions within the facility.
- Implementing site level efficiency projects and maintaining overall site design PUE.
- Ensure STACK preventative and predictive maintenance program is executed.
- Training and mentoring of junior staff.
- Manage vendor relationships and service contracts.
- Manage vendor procurement and billing process.
- Site budgeting and forecasting for both CapEx and OpEx.
- Create highly detailed technical procedures for maintenance events, emergency situations, standard site evolutions, etc.
- Responsible for ensuring construction and commissioning activities do not impact existing critical operations.
- Develop and maintain individual training plans for each employee in line with the STACK training and development program.
- Be a customer liaison for all site level inquiries.
- Lead incident reporting and root cause analysis processes to deep dive into abnormal occurrences within the data center.
- Expert technical review of procedures
- Expert technical review of company standards and policies
- Manage site audits both internal and external
- Adherence to compliance standards
- Manage systems to avoid unplanned, customer-impacting outages



- Manage the data floor and back of house mechanical loading capacity thereby ensuring that the cooling system is operating at its highest efficiency
- Navigate and utilize CMS, EPMS, and BMS systems.
- Provide day-to-day exceptional customer service and support.
- On-call availability may be required to respond to emergency situations at the data center
- Taking on other duties as required by STACK. Job duties, roles, and responsibilities are subject to change over time.

### **Competencies**

- Excellent written and verbal communication skills.
- Ability to handle a multitude of tasks and work well in stressful situations.
- Expert understanding of the electrical and mechanical systems used in a data center environment. These include, but not limited to: UPS, Transformers, PDU's, RPP's, Chillers, CRAH, CRAC, STS, ATS, and Pre-action systems
- Expert knowledge of NFPA70e, NFPA72, NFPA25 and compliance issues as well as building codes in regard to fire life safety.
- Expert knowledge and experience in data center trending and analysis, with the ability to rapidly learn and use PC based site monitoring systems.
- Experienced in the design, construction, and commissioning of critical systems and buildings.
- Ability to communicate effectively with customers and internal staff.
- Ability to coordinate, supervise, and communicate with contractors who perform maintenance in the data center.
- Proven knowledge of customer contracts and SLA levels in line with ASHRAE standards.
- Experienced people manager
- Exceptional leadership skills
- Operate hand and machine tools.
- Operate basic electrical tools.
- Must be a team player.

### **Supervisory Responsibilities (if applicable)**

- The site Assistant Critical Operations Manager and hourly technicians will report directly to the Critical Operations Manager.
- The expected span of control for this position will range from 4 to 12 direct reports.

### **Work Environment/Conditions-Variou**

#### **Travel Required**

- Very minimal expected for this role.

### **Required Education and Experience**

- Minimum of 5-7 years' experience in a data center or other related mission critical operations role.
- Knowledge of data center (hyper scale, enterprise, and colocation), and telecommunications industries.



- Experience working with various Microsoft office applications and other database housing software
- 3-5 years experience in administering and managing facility preventative maintenance programs.
- 3-5 years experience in vendor and project management

#### **Preferred Education and Experience**

- United States Navy Nuclear Engineering
- Bachelor's Degree or equivalent work experience

#### **Additional Eligibility Requirements**

- Ability to sit or stand for long periods of time.
- While performing the duties of this job, the employee is occasionally required to stand, walk, sit, use hands to handle or feel objects, climb stairs, balance, stoop or kneel, talk and hear.
- Must be able to lift and/or move up to 25 pounds.
- Ability to reach with hands and arms.
- Ability to see at close range.
- Must be willing to work outside normal business hours, including weekends, late nights, holidays, and on-call support.
- Must be comfortable working in a high stress, fast paced environment with shifting priorities

#### **Work Authorization/Security Clearance Requirements**

- NONE

#### **Equal Opportunity Employer**

STACK provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

#### **Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.