Critical Operations Technician

FLSA Classification
Non-exempt

Position Type
Full-time

Reports to
Critical Operations Manager

Department
Critical Operations

Job Location
San Jose, CA

Date of Description
02/21/2020

JOB DESCRIPTION

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 Technician (COT) to support a local data center campus. As a member of STACK's Critical Operations team, the Critical Operations Technician must possess strong knowledge in maintaining the mechanical, electrical, fire life safety, base building, and other various internal data center systems. The COT will also be focused on the execution of programs related to Safety, Team, Availability, Communication, and Knowledge. The COT will be responsible for day to day operations of the data center.

Mechanical responsibilities will include working on chilled water systems and components, HVAC systems such as roof top units, CRAC/CRAH units, humidification systems, fan wall systems, air cooled chillers, and central plant operations.

Electrical responsibilities will include working on electrical/critical power distribution from the Utility/Generator main switchgear through the UPS systems out to the customer load, UPS, PDU, and RPP cabinets.

Fire Life Safety responsibilities will include monitoring wet sprinkler systems and pre-action sprinkler systems as well as their associated detection devices.

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

- Implement and follow standardized culture of always working safely across all STACK data centers.
- Operate, monitor, maintain, and respond to abnormal conditions in facilities systems. Areas include: Electrical, Mechanical, Building Monitoring and Control.
- Tracking and trending operational characteristics.
- Provide feedback to management on the effectiveness of existing standards and processes
- Work with the Critical Operations Manager to complete an aggressive preventive and predicative maintenance schedule
- Assist with the database management of maintenance discrepancies and work with site management to resolve site issues based on agreed upon priorities.
- Ensure data center operates at maximum operational efficiency, including analyzing existing operating conditions, recommending new technologies, and improving overall efficiency.
- Manage systems to avoid unplanned, customer-impacting outages
- Follow direction from data center management regarding the data floor and back of house mechanical loading capacity thereby ensuring that the cooling system is operating at its highest efficiency
- Coordinate and oversee power installations and upgrades
- Navigate and utilize a CMMS system.
- Use developed procedures to solve problems
- Assist in asset and consumable inventory management.
- Responsible for the tracking and proper labeling of all equipment per established procedures.
- Provide day-to-day exceptional customer service and support.
- Incident escalation, response, and follow-up report writing
- Maintain and complete regular facility and security tours documenting and responding to found issues.
- Provide applied mechanical and integrated control expertise for the entire data center
- Serve in a technical writing capacity in regard to the derivation of procedures for preventative or corrective maintenance activities.
- Job may require taking on on-call duties outside of normal working hours.
- 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.
- Strong 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
- Strong knowledge of NFPA70e, NFPA72, NFPA25 and compliance issues as well as building codes in regard to fire life safety.
- Familiarity and experience in data center trending and analysis, with the ability to rapidly learn and use PC based site monitoring systems.
- Ability to communicate effectively with customers and internal staff.
- Ability to coordinate, supervise, and communicate with contractors who perform maintenance in the data center.
- Operate hand and machine tools.
- Operate basic electrical tools.
- Must be a team player.

Supervisory Responsibilities (if applicable) N/A for this role

Work Environment/Conditions-Various

Travel Required
- Very minimal expected for this role.

Required Education and Experience
- High school diploma or greater
- Minimum of 1-3 years' experience in a data center or other related mission critical operations role.
- Experience working with various Microsoft office applications and other database housing software

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.