DIRECTOR OF CONNECTIVITY

FLSA Classification
EXEMPT

Position Type
Full-time

Reports to
CTO

Department
Information Technology

Job Location
Atlanta GA, Ashburn VA, Chicago IL, Dallas TX, Denver CO, San Francisco CA

Date of Description
Revised: 03/23/2021

JOB DESCRIPTION

Summary/Objective
As the Director, Connectivity, you will manage all elements of STACK's connectivity platform across the data center portfolio. You will be responsible to plan, implement and manage the strategic telecom and connectivity elements that facilitate the goals of STACK and of our clients.

An important part of this role is establishing and maintaining positive and collaborative relationships with telecom providers, carriers, dark fiber providers, and interconnection service providers.

One of the key challenges will be to establish a portfolio-wide strategy for effectively facilitating our clients' connectivity needs through our Meet Me Rooms, creating standards for designing, building, and operating these facilities. The Connectivity Director will work with the management team to establish consistent policy and pricing models that support the overall company strategy.

This position will draw upon a range of personal, creative and professional experiences to champion the overall Client Success program. You must be able to thrive and succeed in an entrepreneurial environment, and not be hindered by ambiguity or competing priorities.

This means you are not only able to develop and drive high-level strategic initiatives, but can also roll up your sleeves, dig in, and get the job done. You will need to make appropriate trade-offs to optimize for quality and cadence while collaborating with stakeholders and cross-functional teams across the company to achieve our collective goals.

You will work to develop a strategic direction for the platform and establish strong communication channels with the other areas of the business.

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

- Provide end-to-end Carrier Management for the existing and future STACK portfolio of data centers.
    o Establishing master agreements and service orders
    o Auditing and maintaining accurate records throughout
    o Coordinating new builds
    o Managing moves/adds/changes
    o Carrier billing resolutions
    o Coordination with regional Critical Operations Directors
    o Establishing market competitive pricing standards for carriers
- MMR, OPS, & ISP
    o Design of all OSP, ISP, & MMR deployments
    o Management of carriers & clients within the MMRs and pathways
    o Power provisioning in MMRs
    o Establishing and maintaining operating & access policies in MMRs
    o Develop STACK x-connect delivery and pricing model
    o Manage provisioning of x-connects
    o Own all change management in all MMRs, OSP/ISP
    o Ensuring clear communication of standards across the platform
- Basis of Design
    o Establish new-build standards for MMRs and OSP/ISP
    o Scope and specify materials for use within MMRs
    o Manage QS/QC for MMR/OSP/ISP construction
    o Enlist carriers for building into new facilities
- Manage all STACK networking requirements
    o Coordinate with IT to provide network planning at all sites
    o Support IT with network management
    o Consult with Dev/Con team for new build STACK networking
- Interconnection Service Providers
    o Manage contracts and presence of Cloud SDN providers and private PTP networking
    o Coordinate interconnection between Clients and Connectivity/Cloud SDN providers
- Solutions Engineering
    o Produce technical connectivity presentations for each facility
    o Provide connectivity consulting and support to Clients during and after the sales process

The successful candidate will develop trusted working relationships at all levels of the company and become established as the leading expert in all aspects of connectivity.

Competencies
- Robust technical knowledge of all aspects of the telecommunications and data industry.
- Established relationships with carriers and ability to quickly grow trust and new relationships
- Self-starter with understanding of collaboration and working as part of a geographically distributed team
- Strong negotiating and interpersonal skills
- Technical writing skills and ability to generate precise and informative technical documents.

- Understanding of the financial and strategic contribution of connectivity to the business
- Ability to propose innovative solutions and strategize with the team to resolve concerns and/or conflicts that require adaptation and modification of standard techniques, procedures and criteria
- Fundamental knowledge of graphics and drawing programs to support reviewing and generating accurate visual models MMRs, outside plant, inside plant, network configurations, etc.
- Strong computer skills are essential
- Working knowledge of building systems including but not limited to electrical, mechanical, fire alarm, IT, building communications, security, lighting controls and BAS networks.
- Demonstrate effective conflict resolution and creative problem solving.

Work Environment/Conditions – Various, mainly indoors, but also outdoors and construction sites

Physical Demands
- Ability to sit 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.

Travel Required
- Travel required, is expected to be ~50% but may increase or decrease over time as the business evolves

Required Education and Experience
- Minimum of 8 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 commonly used graphics and drawing software

Preferred Education and Experience
- Bachelor's degree in engineering, or equivalent experience.
- 15+ years' experience in providing connectivity solutions within the data center industry, including hands-on experience

Additional Eligibility Requirements
- 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
- Experience working with large teams comprised of both professional and hourly employees

Work Authorization/Security Clearance Requirements
- Must be authorized to work in the United States
- No additional identified security clearance requirements

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.

Signatures
This job description has been approved by:

Manager_____   Date _____

CEO_____   Date _____

Employee signature below indicates the employee's understanding of the requirements, essential functions and duties of the position.

Employee_____   Date_____