



GPX Position Description

Title: Data Center Customer Operations Engineer I **Country:** India

Reports To: GM - Customer Operations

Location: Mumbai

Status: 24x7 Shift Work Required

SUMMARY

The Data Center Customer Operations Engineer's primary responsibility is to support GPX customers. Additional responsibilities included assisting with the monitoring of the GPX data center and critical infrastructure.

***** Shift and weekend work required *****

ESSENTIAL DUTIES

- Assists Customer personnel with trouble shooting and support on servers, SSD's, networking equipment., and cross connects including fiber.
- Assist Customers with backups and restores.
- Assists with the installation and testing of Customer equipment.
- Answers all Customer calls for service, enters them into the trouble ticket system, and takes appropriate action to resolve customer issues.
- Responsible for ensuring all GPX employees properly utilize the trouble ticket system, cable management system and network managements system.
- Performs/ assists in remote testing functions and follows-up with written reports.
- Maintains customer records and updates customer requests.
- Provides a single point of contact for all trouble requests.
- Respond to emergency situations in an efficient, friendly and timely manner.
- Provide daily, weekly, monthly shift reports on all incidents to Data Center Management.



- Responds to phone calls, emails, fax and web requests in an accurate and timely manner in accordance with Company policies and procedures.
- Responsible for monitoring the Security Systems to ensure that GPX Security policies are being adhered to.
- May assist with the troubleshooting and repair of electrical systems (UPS, DG, STS, ATS), mechanical systems (chiller, CRAH), security and access, fuel systems, and fire systems.
- May assist with the inspections of all data center equipment, including PDU, Switchboards, DG's, Chiller's, and CRAH's.
- Follows and executes procedures, standards and technical training related to GPX's and Customers equipment. Recommends changes for improvement as appropriate.
- Escalates Customer issues to GM Customer Operations.

SECONDARY DUTIES

Performs related duties as required.

SUPERVISORY RESPONSIBILITY

This position has no supervisory responsibility.

POSITION REQUIREMENTS

These specifications are general guidelines based on the minimum experience normally considered essential to the satisfactory performance of this job. Individual abilities may result in some deviation from these guidelines.

To perform effectively in this position, the candidate must have:

- The ideal candidate should have 2+ years of experience as a NOC or Data Center Engineer.
- Previous experience in a customer facing role with excellent verbal, written, and customer service skills
- Advanced knowledge of servers, storage and computer networks.



- Basic knowledge of UPS's, DG's, Chillers, or CRAHs, not necessary, but would be an advantage.
- Ability to accurately utilize personal computer with working knowledge which Microsoft Office software including Excel, Word, Access, Microsoft Project, Cable Management System, Trouble Ticket System, etc.
- Must be able to follow written procedures and policies with minimal supervision.
- Ability to be reached by mobile and/or land line phone when on call.
- Ability to work various shifts and to fill-in as needed in emergency staffing situations.

EDUCATIONAL REQUIREMENTS

The Data Center Customer Operations Engineer should have 3-year diploma in one of the following areas:

- 1) Information Technology**
- 2) Electronics**
- 3) Electronics and Telecommunications**
- 4) Electrical Systems**
- 5) Mechanical Systems**

or a 4-year university degree in computer science, electronics, Electronics and telecommunications, electrical engineering, or mechanical engineering.
