

Datacenter Supervisor Customer Operations

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Company: Equinix

Location: İstanbul

Category: other-general

Who are we?

Equinix is the world's digital infrastructure company®, operating over 250 data centers across the globe. Digital leaders harness Equinix's trusted platform to bring together and interconnect foundational infrastructure at software speed. Equinix enables organizations to access all the right places, partners and possibilities to scale with agility, speed the launch of digital services, deliver world-class experiences and multiply their value, while supporting their sustainability goals.

Joining our operations team means that you will be at the forefront of all we do, maintaining critical facilities infrastructure as part of a close-knit team delivering best-in-class service to our data center customers. We embrace diversity in thought and contribution and are committed to providing an equitable work environment that is foundational to our core values as a company and is vital to our success.

Datacenter Supervisor Customer Operations

Job Summary

The supervisor provides immediate supervision to a team of customer operations engineers. Assigns tasks and monitors work at frequent intervals. Maintains schedules and workflow of the team. With the new expansion in Chennai, the team will be growing in the coming years, and the Supervisor will need to take the lead on all recruitment activity including to help build and craft careers of new employees and enable them to grow professionally.

Responsibilities

1) Leadership

Provides immediate supervision to a group of Customer Operations Engineers

Assigns, instructs, and supervises the team

Plans core duties for the team to complete

Ability to manage and supervise a project team

Manages personnel compared to workload

Ensures staff are fully trained on current functional operational procedures, ticketing system operational procedures, and safety; ensures full compliance with quality assurance program

2) Systems Support

Troubleshooting and fault resolution of reported/detected faults by investigating the issue, identifying the cause and implementing the required fix

Summarizes the findings during the troubleshooting and produces Incident Reports for the customer

Performs troubleshooting and supports customers

3) Installation

Understands customer cabling requirements, performs site surveys, provides cost estimates to Sales and installation of new cables

Performs testing of cables before handing to customer

4) Vendor Management

Manages, briefs, and instructs vendors for installation, testing, and labeling

5) Maintenance

Performs preventive maintenance to data center equipment to prevent faults from occurring

6) Project Management

Handles multiple projects and assists in designating work to team

7) Technical Expertise

Extensive knowledge in network and equipment platforms, systems, and circuits

Qualifications

Typically requires a proven years of related experience preferred, preferably in Data Center Operations Management

Extensive people management experience

Bachelor's degree preferably in Telecommunications, IT, System information or related

Equinix is committed to ensuring that our employment process is open to all individuals, including those with a disability. If you are a qualified candidate and need assistance or an accommodation, please let us know by completing .

Equinix is an Equal Employment Opportunity and, in the U.S., an Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to unlawful consideration of race, color, religion, creed, national or ethnic origin, ancestry, place of birth, citizenship, sex, pregnancy / childbirth or related medical conditions, sexual orientation, gender identity or expression, marital or domestic partnership status, age, veteran or military status, physical or mental disability, medical condition, genetic information, political / organizational affiliation, status as a victim or family member of a victim of crime or abuse, or any other status protected by applicable law.

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