

Job Description

Job Title: Engineer, Command Centre
Function: Critical Operations
Reports to: Senior Manager, Critical Operation
Location: Kulai Johore

SUMMARY

Your responsibilities are to:

- I. This position is required to manage a team of shift assistant engineer to perform 24x7 command centre duties. This role shall lead our command centre work activities involving monitoring of all 24x7 critical systems operation, work order management, manning service desk for all incoming request from customer and directing to coworkers, and perform emergency escalation and reporting management.
- II. Liaise with on-site shift technical team to perform system inspection, emergency repair and emergency management with an aim to achieve a 100% facility uptime for our data centre operations.
- III. Work requires strong formal conduct of operations skills, technical expertise, personal accountability, and flawless execution of work activities commensurate with a highly critical environment and associated expectations for exceptional customer satisfaction and confidence.

Job Duties

1. Supervise and manage a team of shift assistant engineers including setting work priorities for staff execution, shift staffing, training, personnel development, and performance reviews. Ensures that staff are properly trained and qualified for their assigned responsibilities and associated work in a critical environment, including full implementation and strict adherence to our Data Centre Policies, Standards and Processes.
2. Responsible for manning and monitoring of all Data Centre automation systems such as building monitoring system (BMS), Computer Maintenance Monitoring System (CMMS), Fire Alarm Monitoring System (FAMS) and other system automation monitoring.
3. Perform emergency escalation and reporting when systems abnormality occurs through automation system alarms or notification from customer or technician via phone call.

4. Manage to ensure customer's service level agreement are in compliance at all time, the SLA covers such as incident escalate to customer within 15 minutes upon reported to monitoring centre, written incident report issue within 24 hours, etc.
5. All customer incoming work request shall attend promptly, raise of work order using CMMS to respective function team for execution. Track and issue reminder to ensure work is done on time.
6. Assist incident investigation and resolution by preparation of data log download from automation system server.
7. Perform proper handover and takeover of daily duties to next shift coworker by clearly indicating all task or work duties to follow-up by next shift coworker this include prepare daily 24x7 shift handover report and work order summary.
8. Manning of service desk and provide good customer service for all customer requests. Attend, track and record of all customer request and feedback either via phone call or email.
9. Incident escalation to internal staff and customer shall perform within 15 minutes upon occurrence and issue incident notification to customer. Provide interim updates to customer on hourly basis or a timing agreeable to customer.
10. Provide incident report details information to Command Centre Engineer and Lead Engineer for preparation of Incident report and ready to issue to customer within 24 hours.
11. Implement SOP and EOP processes in accordance of requirement.
12. Preparation of historical data log for preparation of customer service report.
13. Oversee monthly BMS system maintenance by vendor in command centre.
14. Other ad hoc duties assign by Command Centre Engineer or Lead Engineer from time to time.
15. Must willing to operates after office hours and public holiday, 24 x 7 available on-call. Under emergency situation return to Data Centre to conduct to assist in fault investigation.

REQUIREMENTS

- Proficient in English through all mediums of communication. Ability to write incident notification report. Ability to converse in Mandarin has an advantage.
- Some knowledge of all laws that govern building management and maintenance, including building safety, emergency evacuation and environment protection.

Doc. Ref.: Command Centre Engineer_JD_02122021

- Professional Diploma preferable in Engineering field (Mechanical or Electrical) with min. 6 years of relevant work experience in Data Centre environment or Service Command Centre for similar duties. Candidate with other professional certificate has advantage.

OR

Bachelor Degree preferable in Engineering field with min. 4 years relevant work experience in Data Centre environment or Hi-tech factory/plant (e.g. semi-conductor) or Service Command Centre for similar duties.

- Some technical knowledge with hands on knowledge/experience and understanding of critical data center systems, including HVAC, Standby emergency power, uninterruptible power supplies, and associated infrastructure.
- Ability to operates building management system has advantage.
- Proficient in computer applications and software, including commercial computerized maintenance management systems, Microsoft Word, PowerPoint, and Excel

** The above-referenced position summary is a guideline designed to present an overview of job duties and is not intended to be a comprehensive list of responsibilities and requirements.