

Job Description

Job Title: Critical Operation, Senior Manager
Function: Critical Operations
Reports to: Country General Manager
Location: Kulai Johore

SUMMARY

Our company is expanding, we are looking for a suitable candidate in Engineering profession (preferable in Electrical or Mechanical Engineering) to manage critical operation of our new Data Centre Campus that is currently under development in Johor Bahru, Malaysia. The candidate will assist our Project and Construction team in engineering related matters during the construction phases of our new Data Centre Campus such as construction of HT consumer landing station, engineering system installation, defect inspection and witness testing and commissioning of M&E systems, etc. Upon completion of new data centre facility, the candidate will take over the critical operation management. The candidate will perform management responsibilities as a Critical Operation managerial role who provides day-to-day oversight and leadership towards the data centre operations.

Job Duties

1. Responsible for critical operations function management, effective daily leadership, and administration of data centers critical operations and 24x7 engineering team with the objectives of safely, efficiently, and reliably operating, and maintaining the critical engineering infrastructure, systems, and equipment in a cost-effective manner.
2. Performing as a subject matter expert in one or more areas - critical electrical/mechanicals systems, infrastructure, and operational practices and must ensure the highest level of professionalism, while meeting the customer's needs, and a commitment to achieving the goal of 100% uptime.
3. Responsible for protecting and improving the value of our assets and ensuring the critical engineering systems reliably perform their intended function. Position requires hands-on operations knowledge on the critical facility systems and equipment especially during system trouble shooting.
4. Management of the overall operation, maintenance, and oversee modification of all critical environment systems including: Mechanical (including ACMV, computer room air conditioners, chillers, and hydraulic system), Electrical (including HT switchgear, UPS, DC battery systems, PDU and HT generators and transfer switches), fire detection and

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- suppression, lighting, building management systems, and detection systems (including fire alarm, duress). Also has strong skills and experience in raised floor critical operating environments and associated procedures and best practices.
5. Accountable for the proper operations of command center, which is the nerve centre of the Data Centre. Ensuring the team deliver all tasks properly and professionally involving monitoring of building management system, incident management (includes escalation, reporting, investigation, conduct root caused analysis, remediation/rectification through incident closure) and work order management.
 6. Ensuring customer's service level agreement are complying at all times, the SLA covers such as maintain data centre environment conditions, full uptime of critical system, incident escalation to customer within agreed timeline upon reported to monitoring centre, written incident report issue within 24 hours, etc.
 7. Implementations of Change Control Application or work method statement including LOTO (log out/tag out) required under Change Management Workflow Process for assigned facilities and systems.
 8. All necessary MOP, SOP and EOP are develop, engineering team train and have in depth understanding of the critical system/facilities SOP and EOP.
 9. Ensure that compliance of all regulatory laws and guidelines are met including licenses and certifications promptly renewed.
 10. Work closely with other function leaders such as with EHS manager to identify engineering safety hazards and incorporate the remediation of such hazards to ensure staff and occupants work in a safe environment.
 11. Develop routine annual maintenance plans and capital plans which would include planning for infra-structure upgrades, equipment replacements and building modifications to ensure the building's future capabilities are maintained.
 12. Ensure all records and compliance documentation for all function operations are maintained and up to date, including building drawings and single-lines as well as documentation mandated for the purpose of maintaining regulatory compliance with State or Local law.
 13. Maintain effective communication with operation team, customers and vendors.
 14. Ensure timely submission of customer reports on agreed timing such as monthly basis as required under the requirement of our MSA with customer. Be familiar with our contracted SLA with customer and ensure full compliance at all time.

15. Ensure vendors is effectively and consistently trained and qualified for their assigned facilities and associated work in our critical environment.
16. Manages planning, organization, and controls for the site engineering teams under your responsibility. Responsible for identifying training needs, tracking performance, disciplinary action, coaching, and motivating direct reports.
17. 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.
18. Must willing to operates after office hours and public holiday during emergency situations to provide support to the team and return to site if necessary. Also, 24 x 7 available on-call.

REQUIREMENTS

- Proficient in English through all mediums of communication. Ability to write and review good quality detailed reports of various kind. Chair meeting and give presentation to customers either on phone or in person, conduct training and deliver speech to internal group of staff.
- Good knowledge of local laws that govern facility engineering equipment operation and maintenance, including safety and environment protection.
- Bachelor of Science degree in an Engineering field (Electrical or Mechanical) with min. 12 years relevant work experience (preferable managing mission critical facility) inclusive minimum of 8-10 years managerial experience in overseeing a team of engineers and technicians.
- Good technical knowledge with hands-on knowledge/experience and understanding of risk management and critical systems operations, including HVAC, Standby emergency power, uninterruptible power supplies, and associated infrastructure.
- Requires knowledge of financial terms and principles, forecasting, and budget development.
- 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.