

THE OPERATIONS DEPARTMENT

FACILITY ENGINEER

- ★ Data center electrical and mechanical systems, including: power supply and distribution, UPS and emergency generators, fire safety, HVAC
 - ★ Incident/escalation management
 - ★ Planning and documentation
- ♥ Problem solving
 - ♥ Clear communication

Responsible for all mechanical, electrical and fire security systems in the data center.

Facility Engineers take care of the maintenance of various power and cooling systems and they help to identify and solve malfunctions. In addition, they monitor the Building Management System and carry out inspection rounds. In case of incidents or escalation, they act promptly and accordingly.

IT TECHNICIAN

- ★ Data center IT technics, including: rack management, IT hardware, copper and fiber connections, networking equipment
 - ★ Incident/escalation management
 - ★ Planning and documentation
- ♥ Problem solving
 - ♥ Clear communication

Responsible for safeguarding all data-infrastructures in the data center.

Technicians install, maintain and monitor (customer) equipment, and support in case of malfunctions. Often they are the "remote hands" of the customer, being able to reboot or reset customers' servers on a distance. In case of incidents or escalation, they act promptly and accordingly.

SITE MANAGER

- ★ Facility Engineering
 - ★ IT technics
 - ★ Process management
- ♥ People management
 - ♥ Resourceful

Responsible for managing the data center site from an operational perspective.

Site managers ensure that all equipment in the facility runs smoothly. They continuously optimize processes in order to maximize uptime, improve efficiency and prevent escalations. They see to it that Facility Engineers and Technicians do their work accurately and see to it that the customer is supported in their needs.

DESIGN ENGINEER

- ★ Data center design
 - ★ Technical engineering
 - ★ Feasibility studies
 - ★ Quality and safety standards
- ♥ Creative
 - ♥ Result-oriented

Responsible for delivering high-quality design plans.

Design engineers study, research and develop ideas for new data center concepts, and the systems to make them. Concepts vary from minor technical improvements to the construction of new facilities. Most importantly, all designs have the aim to improve efficiency or increase performance. Finally, they make sure that the design can be made cost-effectively and efficiently.

PROJECT MANAGER

- ★ Technical project management and implementation
 - ★ Energy efficiency
 - ★ Sustainable innovation (e.g. residual heat reuse)
- ♥ Excellent communication
 - ♥ Result-oriented

Project managers are responsible for the entire life cycle of a variety of projects.

Project managers lead the implementation of projects, which are often created by Design Engineers. Projects vary from construction and upgrades to customer implementation projects and internal changes. Many projects revolve around improved efficiency, as sustainability is high on the agenda for data centers.

THE CUSTOMER SERVICE DEPARTMENT

SERVICE DELIVERY MANAGER

- ★ IT-infrastructure migration
 - ★ Project management
- ♥ Customer relations
 - ♥ Excellent communication

Responsible for delivering excellent service to customers.

Service Delivery Managers are in charge when it comes to realizing successful customer implementation projects. They are the key contact for (new) customers, therefore excellent relationship management skills are key. They work closely with both Sales, that delivers new customers, and Operations, that realize the actual migration.

HELP DESK SPECIALIST

- ★ IT systems and devices
 - ★ Troubleshooting
- ♥ Customer care
 - ♥ Problem solving

Responsible as a first point of contact for customers.

Help Desk Specialists provide information and offer technical support. In case of complex issues, someone from Operations is asked for support. The presence of a help desk service depends on the range of services that a data center offers. The more additional services a data center offers, the more specialized a help desk employee is.

IT SERVICE ENGINEER

- ★ Various IT specializations, e.g.
 - ★ Cloud engineering
 - ★ Managed services
 - ★ Security services
- ♥ Problem solving
 - ♥ Customer care

Responsible for providing IT services to customers.

In addition to colocation, some data centers offer additional services such as cloud engineering, managed services and security services. In addition to IT skills, customer service is important to these engineers. Essentially, this job role goes beyond the core activities of data centers. However, as more data centers offer additional services, it is worth to mention them.

THE SECURITY DEPARTMENT

SECURITY OFFICER

- ★ Access control
- ★ Surveillance and CCTV-operations
- ★ Safety and emergency measures
- ★ First responder to incidents
- ★ Reporting
- ♥ Customer Service
- ♥ Observant

Responsible for security and safety as the eyes and ears of the data centre premise.

Security Officers monitor the facility. They detect potential threats and risks and take immediate action in case of suspicious events. The guards are also the first point of contact for visitors. They take responsibility for identifying, authenticating and granting access to employees and visitors. Therefore, excellent customer service skills are essential. Lastly, they are the first responder in case of emergencies, providing adequate assistance and ensuring all those present.

THE BACK OFFICE DEPARTMENT

(UPPER) MANAGEMENT

- ★ Organizational development
- ★ Strategic planning
- ★ Business finance
- ★ Negotiation
- ♥ Decision making
- ♥ People management

Responsible for keeping a company profitable and growing.

The (upper) management oversees the overall operation of a specific department or the entire company. These managers are always on the lookout for organizational development. Opportunities are translated into strategic plans and it is their task to see to it that these plans are executed accordingly. Possible positions are CEOs, CTOs, CMOs, etc.

THE FRONT OFFICE DEPARTMENT

MARKETING & PR SPECIALIST

- ★ B2B marketing
- ★ Lead generation
- ★ Employer branding
- ★ Public Relations
- ♥ Persuasive communication
- ♥ Creative

Responsible for lead generation and for taking care of the online and offline presence of the company.

Data centers are increasingly becoming service organizations. Following this trend, they spend more resources on marketing and PR activities. Marketing & PR specialists safeguard a positive reputation of the company. Furthermore, they enhance sales by generating leads, strengthening visibility and positioning of the company and its products and services.

HR-SPECIALIST

- ★ Recruitment
- ★ Employee satisfaction
- ★ Employer branding
- ★ Training and development
- ★ Labor laws
- ♥ Communication
- ♥ Excellent interpersonal skills

Responsible for acquiring and maintaining talent.

Specialists in the HR-department ensure that the company has access to new talent. They also take care of the onboarding of new personnel and want to ensure all employees are happy in the organization. As there is high demand for technically skilled personnel, knowledge on technical work packages is preferable.

OFFICE MANAGER

- ★ Business administration
- ★ Budgets
- ★ Database management
- ★ Office software
- ♥ Planning and organization
- ♥ Detail oriented

Responsible for the smooth running of an office through a range of administrative and financial tasks.

On a day-to-day basis, Office Managers organize meetings for team members, look after office budgets, arrange company events, and order stationary and furniture. Depending on the size of a data center, this job is sometimes combined with a role in marketing or HR.

BUSINESS DEVELOPER

- ★ Business Intelligence
- ★ Analytics
- ★ Relationship management
- ★ Sales
- ♥ Communication
- ♥ Negotiation

Responsible for identifying new business opportunities to generate revenue and improve profitability.

Business developers focus on the long-term expansion of a business and finding the best ways to achieve that. Although the Sales team also focuses on expanding the company, business developers work with other potential partners and businesses, rather than direct customers.

FINANCE SPECIALIST

- ★ Accounting
- ★ Financial strategy, analysis and reports
- ★ Payroll processing
- ★ Compliance
- ♥ Analytics
- ♥ Detail orientation

Responsible for various financial operations, depending on the size of the data center.

Generally, Finance Specialists are tasked with overseeing day-to-day accounting functions, integrating finance operations, forecasting and budgeting, handling tax matters, preparing financial reports, and ensuring organizational financial stability. Aside from relevant financial knowledge, they have excellent analytic capabilities and an eye for detail.

ACCOUNT MANAGER

- ★ B2B sales
- ★ Business and IT
- ★ Account management
- ♥ Persuasive communication
- ♥ Commercial mindset

Responsible for acquiring new customers and for maintaining good customer relations.

The commercially driven account manager is continuously looking for ways to increase the customer base. They are closely connected to the Marketing department to follow-up on leads that are generated here. Account managers are usually a lot on the road and spend a lot of their time visiting potential and existing relations.

LEGAL COUNSEL

- ★ Contract management
- ★ Compliance
- ★ Ethics
- ★ Various specializations, including: Intellectual property, IT law, GDPR, Real estate
- ♥ Clear communication
- ♥ Detail orientation

Responsible for ensuring that the data center complies with relevant laws and policies.

Legal counsels are on top of recent industry developments and its implications from a legal perspective. They interpret laws in the context of the company's activities and deliver reports to the management. They also design and implement company policies to maximize compliance.