

Position: Data Centre Managed Services Engineer

Responsibilities:

1. Manning the 24 * 7 environment service desk and DC facilities management support by performing and being the first point of contact with customers.
2. Onsite Support, Monitoring and hands on with the monitoring tools services. Proactively response, update and escalating, follow up and resolve the issue to customer.
3. Creation service and incident request ticket log as according to the SLA Categorization and Priority as reported.
4. Responsible Checking alarm, or status of device or hardware as when requested. Onsite support and remote hand services role is required.
5. Onsite Support and remote hand services for Level 1.5 include for hardware power status, rebooting, cable patches, batch process, and others DC and managed services related task.
6. Involvement in connectivity of cross connect services business operation. The activity includes with the provision of cable, troubleshooting, replacing and etc that related.
7. Assist DC Engineer to perform daily operations and maintenance in data center for facilities and utilities.
8. Monitor and record readings of equipment in Data Center such as UPS, temperature, CRAC and humidity.
9. Assist DC Engineer in checking alarms or status of server or devices when requested, ensuring rack doors are closed and properly locked, re-start service or devices when requested from authorized personnel.
10. Together with DC Engineer/Team Lead involved in perform scheduled tasks or ad-hoc request from customer:
 - > Pushing a button
 - > Power Cycling (turning on and off) equipment.
 - > Reading off serial numbers on servers or network equipment to the Customer.
 - > Relaying status of equipment status indicators.
 - > Plug in a console port for remote management by the Customer.
 - > Asset tagging and register
 - > Securing cable connections.
 - > Replacing or verifying cross-connects provided by engineer or team lead.
 - > Escort vendor or authorized service personnel on behalf of customer for equipment maintenance or troubleshoot.
 - > Assist in equipment mounting with customer presence.
 - > Mount and unmount equipment/devices
 - > Tapes rotations
 - > Tapes receipt and delivery from/to off-sites
 - > Tapes audit or controls
 - > Replacement of parts
11. Ensure at all time, response and resolution for any service and incident request achieve 100% SLA uptime.
12. Follow and comply with ITIL, ISO 27001, ISO 20000, TVRA, PCIDSS and others related compliance practices including processes, documentation, audit, training and quality control.
13. Active communication and update customer, internal team and external party based from the request progress, status and escalations.
14. Work closely with the Facilities and Engineering team to deliver and resolves the request.
15. Execute any other responsibilities assigned by superior from time to time.