

Title: Director, Site Operations
Department: Site Operations
Reports to: Chief Operating Officer
Location: Santa Clara, CA or Ashburn, VA
Job Status: Full-Time

About Vantage Data Centers

At Vantage, we run some of the most customizable and scalable data centers in the world, with a meticulous focus on efficiency, operational excellence, reliability, testing, and maintenance. With campuses in Santa Clara CA, Quincy WA, and Ashburn VA, we support the most demanding of large enterprises, technology companies and service providers. Vantage Data Centers was founded on the principle that modern-day data center design should evolve in innovative ways that lead to dramatic gains in energy efficiency. Years later, we're still leading that charge. It's through our focus on efficiency, collaboration, and operational expertise that our customers and company continue to excel.

Site Operations Department

The Site Operations Department is responsible for the overall health of all mechanical and electrical systems, building maintenance, and performance of all data modules in our data centers. The team is staffed 24 x 7 onsite with Critical Facility Engineers (CFEs) on each shift. This team is the face of Vantage to our customers and the first line of defense regarding the uptime of our campus as well as the performance of our customer installations. Using a Critical Maintenance Management System (CMMS) to plan and track work needed, the Site Operations department performs all preventative and corrective maintenance. Our culture expects and rewards team performance that engages directly with the customers and the facility infrastructure. This is a team that does most of the actual work versus calling upon vendors. As a result, we provide superior service that is faster and more cost effective.

Position Overview

The Director, Site Operations owns the overall operations for one, or more, of our data center campuses and will directly manage a team of CFEs and/or manager-level positions. This position will interface with Operations Engineering, Design Engineering & Construction and other resources to manage the overall campus. This position will manage the workflow/work order management, training plans, event management, customer communications, hiring and performance management of the overall team.

Our CFEs are respected, well-trained, customer-focused and some of the best facilities engineers you will find in the industry. While you do not have to be the 'alpha' engineer to manage this team, but you must possess an excellent overall understanding of typical electrical and mechanical building systems to direct the work that needs to occur when maintaining the overall environment.

Essential Job Functions

- Manage the operations and engineering functions at the property with the objectives of safely and effectively operating machinery and building systems
- Manage a team of Critical Facilities Engineers (CFEs) and/or Managers across all shifts in a 7x24 operation
- Ensure availability and capacity targets are achieved and maintained for data centers and technical infrastructure for your assigned facility or facilities
- Encourage and foster a team-oriented environment through positive feedback
- Hold employees accountable on preventive/corrective maintenance of facilities equipment

- Ensure customers are satisfied and any issues with their services are resolved quickly and efficiently
- Must understand the engineering and operational aspects of the building systems and recognize system performance deficiencies immediately and respond to operational and emergency situations
- Ensure adequate training of all facility engineers and other personnel on electrical/mechanical equipment, system maintenance, repairs and operation

Duties

- Direct and maintain the site-specific preventive maintenance and work order program
- Prepare and present estimates of cost of parts, equipment and supplies of installation and repairs
- Schedule, coordinate and oversee all maintenance vendors during maintenance and break/fix events
- Ensure personnel safety while protecting the facility's critical equipment
- Work with peers and subordinates to develop required MOPs/SOPs
- Ensure all maintenance activities are performed in accordance with approved MOPs and the Vantage's Mission Critical Facility work rules
- Perform periodic technical and quality reviews of all MOPs/SOPs to ensure that the most up-to-date techniques and safety guidelines are utilized as well as compliant with city, state and EPA regulations
- Evaluate performance of systems and suggest cost-effective improvements to improve service and operating efficiency
- Ensure the collection and generation of vendor field service reports describing all activities (preventive maintenance, repairs, etc.) performed at the facility
- Working with your peers and the COO to determine appropriate team performance goals and manage those to completion
- Evaluate and manage performance reviews for all employees in your organization, seek out input from others and provide feedback and coaching to manage individuals and teams
- Protect and improve the value of our assets and ensure that building machinery and systems meet or exceed their expected lifespan
- Prepare operational and capital portions of the Site Operations budget
- Ensure that major projects performed at the facilities are properly planned, executed and closed out in accordance with best current practices in our industry
- Manage contracted service work at the property, including understanding and developing the scope of service, bidding, awarding and administering any contracts
- Ensure a world-class customer service reputation for current & future Vantage customers

Job Requirements

- Bachelor's degree in engineering, business or related field, or equivalent work experience required
- 10+ years of experience in facility/plant engineering and maintenance supervision, strongly preferred
- 10+ years of direct managerial experience and interpersonal skills, strongly preferred
- Proven record of excellent internal and external customer service
- Ability to communicate well in both oral and written reports
- Proficiency in Microsoft Office, Outlook, Word, Excel and building automation systems

Candidates should submit resumes to: jobs@vantagedatacenters.com. Include the position name in the subject line.