

Connecticut Hospital Association - ChimeNet
JOB DESCRIPTION

JOB TITLE: Senior Data Center Engineer

REPORTS TO: Manager, Network Engineering

COMPANY OVERVIEW:

ChimeNet is a data networking service provider offering innovative information technology (IT) solutions and 24/7/365 support for businesses where data transfer and security cannot be compromised. ChimeNet delivers unsurpassed security, reliability, and cost effectiveness to its healthcare, education, municipal, and other business clients who need to share content-sensitive information, access the Internet securely, and deploy state of the art networking equipment. By designing, delivering, monitoring, and managing turnkey network security solutions, ChimeNet meets the evolving needs of every client. Additionally, ChimeNet's co-location facility supports customer disaster recovery and business continuity planning.

JOB SUMMARY:

ChimeNet's secure data centers are audited and validated as Tier 2 colocation facilities, with 24X7 support and access. Within those data centers, we house CHA's internal infrastructure, host co-location network infrastructures to assist customers with data center expansion and disaster recovery initiatives, and also host our private cloud infrastructure.

This position is responsible for all logistics related to operating and maintaining electrical, mechanical, and HVAC equipment within the data centers. This individual will continuously monitor and track the availability and redundancy of the systems while seeking continuous improvement of efficiency and operations, and ensure colocation availability and reliability for customers.

This individual will also oversee ChimeNet's cloud internal Hyper-converged Infrastructure (HCI) and external cloud provider (AWS and Azure) environments, as well as assisting the sales team with presales efforts for any cloud services and products sold.

Roles and Responsibilities:

- Monitor data center critical infrastructure 24X7, manage upgrade projects and third party vendor relationships, and coordinate repairs and maintenance.
- Maintain, operate and troubleshoot critical essential equipment, including generators, switchgear, transfer switches, UPS systems, PDU's, chiller plant and CRAC\CRAH units.
- Perform continuous risk assessments and provide updates to management.
- Work with ChimeNet management team to manage operational budget and forecasting.
- Manage and plan for cloud capacity.
- Prepare and oversee detailed "Method of Procedures" (MOPs) for all work performed on data center critical systems.
- Prepare and implement "Standard Operating Procedures" (SOPs) for the operation of all data center critical assets.
- Work closely with account managers and customers to gather requirements and prepare Bill of Material (BOM) and Statement of Work (SOW).
- Work with building Operations team to ensure site safety and compliance.
- Participate in the internal IT Security Steering Committee, with a focus on network and data center security.

- Maintain internal network structure of the data center by managing routers and keeping them running.
- Coordinate with the ChimeNet technical team to install, configure, and maintain switches, servers, firewalls, and hard drives.
- Monitor, diagnose, and resolve complex network and computer system issues.
- Troubleshoot CHA phone and AV system issues that arise and oversee vendor maintenance.
- Serve as a key contributor for CHA disaster recovery and business continuity initiatives.
- Provide backup helpdesk support when necessary and complete helpdesk tickets that are assigned and be part of technical team on call rotation.
- Mentor junior engineers, participate in peer reviews, and be part of the on-call rotation.
- Contribute to a culture focused on proactivity, business cooperation, continuous improvement, and exceptional service delivery.

REQUIRED SKILLS:

- Associate degree preferred, and a minimum of 3-5 years experience in a data center environment, or similar experience managing resources to support a company's data center needs.
- A detailed understanding of the electrical and mechanical systems involved in critical data center operations, including systems such as feeders, transformers, generators, switchgear, UPS systems, ATS units, PDU units, chillers, pumps, air handling units, and CRAC\CRAH units.
- Experience with Data Center Infrastructure Management (DCIM) tools. Familiarity with software such as Asana Project Management, Harvest Time Tracking, ServicePro, SolarWinds, and StruxureWare Data Center Expert or similar.
- Project management experience, with the ability to troubleshoot and resolve problems.
- Ability to lift, move, and stack equipment up to 50 pounds.
- Organized and detail-oriented; able to multi-task efficiently and handle changing priorities.
- Effective verbal and written communication skills, ability to speak and write with clarity.
- Strong interpersonal and customer service skills, with the ability to build relationships and collaborate with a team.
- Ability to understand political landscape within member/partner organizations.

EOE
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