

Data Center Skills Demonstrated

- Data Center critical infrastructure.
 - Ability to locate each key part of the Data Center's critical infrastructure. Such as air handlers, water chillers, cooling towers, electrical distribution equipment, electrical switching gear and generators.
 - Proficient in performing daily checks/reporting of infrastructure issues
 - Ability to read/acknowledge alarms on mimic panels for generators, UPS's, Vesda and building fire systems.
 - Able to read alarms and inquire status of infrastructure equipment using Monitoring systems
- Proficient use of ticketing system Service Now
 - Interacting with customers through tickets.
 - Navigating Service Now to find different types of customer information
 - Using SNOW to inform customers of their packages.
 - Use of SNOW for internal communication
 - Able to open and close various types of tickets
- Network Circuit Troubleshooting
 - Proficient in layer 1 testing of fiber optic circuits
 - Basic copper testing, use of a tone and probe for locating, and use of copper cable tester
 - Able to hand trace a circuit from carrier hand-off to customers patch panel
 - Use of tools such as Fiber optic light meter, Visual Fault locator and fiber loopback
 - Use of one click cleaner to clean dirty fiber optic connection
 - Able to work with on/off site fiber testers to pinpoint lost light, or bring connection into specific light level spec.
- Cross Connect installation
 - Able to validate ports on switches
 - Able to read the cross connect path and install various length jumpers to complete the circuit.
 - Ability to install SFP's and QSFPs
 - Able to make/apply accurate flags to installed fiber jumpers.
 - Creation/Updating of cross connect records
 - Knowledge of common fiber types, shielded, single mode vs multimode and when to use them

- Knowledge of common connectors (LC, SC, MPO)
- Equipment installation
 - Able to work with customers to install various types of equipment. Such as switches, storage, servers, tape storage library, and other enterprise gear
 - Proficient in following cabling diagrams from customers for wiring of installed equipment
 - Able to rack equipment in any height of cabinet at any position with use of server lift
 - Ability to install various blade servers
 - Ability to install PDU's in empty and occupied cabinets
 - Basic ability to identify different electrical plug types and amp ratings.
- Hard Drive Replacement
 - Working with customers to replace/upgrade drives in various storage solutions
 - Able to locate devices with either host names, service tags or blinked drives
 - Proficient in drive replacement with or without manufactures provided tray sled
- Tape Storage
 - Ability to eject/insert tapes for different manufactures tape libraries
 - Basic troubleshooting of stuck tapes
 - Basic configuration of new tape library after
- Basic Data Center Customer service tasks
 - Contacting customers over the phone and through tickets.
 - Customer package check out process
 - Escorting of customers to different data center environments
 - Checking in customers/visitors
 - Cleaning/maintenance of white space (dry/wet mopping)
 - Snow removal of common areas
 - Removal/Change of white space floor tiles