

## **Role & Responsibilities**

### **Data Centre Support Technician**

**Title:** Data Centre Support Technician  
**Location:** Servecentric Ltd, Blanchardstown Corporate Park, Dublin 15  
**Reporting to:** Noc Supervisor  
**Hours of Work:** Shift

The Data Centre Support Technician is based on the constant (24x7x365) monitoring of customer and internal equipment which is primarily located onsite.

There is a shift pattern in place.

The role of the Data Centre Support Technician is as follows.

- To act as a central point of contact for all customers by phone, fax, email or any other medium
- Constant monitoring of Servers and Network equipment and BMS (Building Management System) 24x7x365
- Logging and reporting of all technical support calls on the helpdesk
- Management of all Ticket lifecycle through to closure
- Analysing and responding to issues/queries
- Respond, Troubleshoot and resolve critical problems
- Administration of Windows 2003/2008/ 2012 /2016 servers – hardware and software, HyperV, Troubleshooting
- Administration of Linux servers– hardware and software,
- Administration of Security Infrastructure Fortigate, Juniper, cisco,
- Administration of Networking Infrastructure – Cisco, Juniper, Brocade
- An understanding of Networking concepts, topologies, protocols, cabling required
- Hands on installations of Customer equipment inclusive of documentation
- Perform miscellaneous duties as required
- ITIL Foundation certification an advantage
- Looking after Building access for all customers and 3<sup>rd</sup> party Vendors
- Monitoring Backup Reports for failures or any other issues

Qualifications

CCNA or JNCIA an advantage