

Title: Colocation Facility Operations Manager

Position Description: We will be hiring a colocation facility manager to provide management leadership over our colocation field technical resources. This position will require 24x7x365 on-call for the person hired. The position requires high volume workloads with limited resources. Ability to manage under pressure is critical. Managers in the Zayo Group are hands on, meaning we require our managers to support the workflow in the group. We offer a competitive salary and bonus package to qualified individuals.

Job responsibilities

- Manage a workforce of 8 to 10 field service technicians in the NY / NJ colocation market
- Provide detailed weekly, monthly, and quarterly operations metrics reporting through Salesforce
- Operate as 1st Level Escalation Manager for all Customer Service / Service Delivery issues affecting the colocation market in NY / NJ
- Manage operations personnel to maintain proper colocation environment
- Manage daily and weekly workflow
- Schedule employees and approve any PTO time
- Maintain accurate technical on-call schedule
- Provide technical support to the team
- Review and maintain critical on-site inventory for services

Technical Knowledge

- Extensive knowledge in colocation infrastructure equipment (power, HVAC)
- Extensive knowledge and experience in operating a optical and copper cross connect facility
- Ability to train personnel on safe operating practices around power and cooling equipment
- Ability to produce procedural documentation for training and reference purposes.
- Demonstrate ability to accurately test on all levels of services zColo deploys (including power)
- Strong interpersonal communications skills

Experience

- 3 to 5 years in a field management position with a colocation or telecom provider
- 5 to 10 years in a technical support position with a colocation or telecom provider
- Electrician background is a plus

Contact

Please send resumes to Casey Pratt, casey.pratt@zayo.com