



Contegix Data Center Technician Job Description

Mission of the Role

Contegix seeks data center technicians to join our staff in order to provide unmatched technical expertise and service for our client base. Data center technicians will be responsible for utilizing their base of technical knowledge and abilities within the realm of physical hardware requirements within our data centers. Data center technicians are expected to function as a core component of our staff and consistently exhibit a high level of quality in their daily activities.

What We Offer

Contegix offers the opportunity to work with cutting edge technologies. We also offer endless opportunities to specifically expand your horizons in the area of Internet infrastructure technologies. Contegix facilitates employees the chance to be part of a truly collaborative team delivering superior technical expertise to our clients. Finally, we provide the ability to work with a fast-growing company that is consistently evolving.

Major Accountabilities

Data Center Expertise

- Technicians are expected to exhibit their data center skills and experience in installing/moving equipment and cabling on a large-scale basis
- Technicians must exhibit the ability to understand and adhere to security practices that apply to the data center
- Technicians must have proven ability to manufacture and install data center compliant cabling (Cat5e, Cat6, fiber)



- Technicians are expected to manage and complete hardware installations including: shelves, power strips, rails, cable management, servers, and other equipment
- Technicians are expected to manage and complete hardware decommissions
- Technicians should show a strong commitment to the documented and formal standard operating procedures for data center operations

Hardware Expertise

- Technicians are to exhibit expertise maintaining, analyzing, troubleshooting, building, and repairing server-level systems, hardware, and other peripherals
- Technicians are expected to assist with hardware inventory management
- Technicians are responsible for the tracking and proper labeling of all equipment per established procedures
- Technicians should exhibit their ability to test servers, server components, and other hardware as needed

Knowledge & Learning

- Technicians will show a regular desire to take on new technical and non-technical challenges with the goal of expanding their individual knowledge, skills, and abilities
- Technicians will prove their team player tendencies by regularly educating other team members and facilitating their growth and learning
- Technicians will actively seek out methods for expanding their knowledge and skills beyond company provided or company mandated learning initiatives



Technical Skills Requirements

Note: This is not an all-inclusive list.

- General experience with Linux (Preferably RHEL) and Open Source in an enterprise environment
- Physical hardware administration in an enterprise environment
- Extensive knowledge of server hardware and related components
- Basic switch hardware configuration a plus but not required

Non-Technical Skills Requirements

- Associate's degree or Trade School certificate in a related field.
- Understanding of quality customer service
- Shift/schedule flexibility
- Ability to have fun in a hectic environment and put customer needs first
- Excellent organizational skills and ability to adapt easily
- Outstanding problem solving skills
- Ability to prioritize and work around deadlines
- Superior communication and interpersonal skills and ability to work well within a team
- Ability to communicate effectively through written communication
- Must be flexible, dependable, and able to multi-task with priority
- Ability to remain professional, confident, and patient at all times
- Must be a team player
- Willing and able to learn new job functions and knowledge
- Ability and desire to stay current on new technologies that can be utilized at Contegix to benefit the client and Contegix
- Ability to function in a fast-paced environment
- Ability to work independently and manage multiple priorities and interruptions



Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee is frequently required to walk and use hands to finger, handle, or feel. The employee is occasionally required to stand and reach with hands and arms. The employee must periodically lift and/or move up to 75 pounds. Specific vision abilities required by this job include close vision, distance vision, and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee is frequently required to work in a data center environment where noise levels can be louder than experienced in normal office settings.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.