

Manage Service Operations Manager

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Company: BDx Data Centers

Location: Indonesia

Category: other-general

The Manage Service Operations Manager is responsible for the daily operations of all data centers across multiple locations. This role plays a critical part in ensuring that customer needs are met, security and access protocols are maintained, day-to-day activities run smoothly, and customer reporting is accurate and timely.

Duties & Responsibilities

Daily Operations Management: Oversee the daily operations of all data centers, ensuring efficient and reliable services. Manage and coordinate activities related to facility maintenance, power and cooling, and IT infrastructure.

Customer Service: Act as a primary point of contact for customer needs and inquiries, ensuring that their requirements are met promptly and effectively. Foster positive relationships with customers, addressing their concerns and feedback.

Security and Access Control: Implement and maintain robust security and access control measures to safeguard data center facilities and client assets. Monitor and enforce compliance with security policies and procedures.

Team Management: Lead and manage a team of data center operations staff, ensuring effective task delegation and optimal resource allocation. Provide coaching and guidance to team members for professional development.

Daily Reporting: Generate daily reports on data center operations, performance, and any incidents, and provide summaries to the Head of Managed Service Operations and other stakeholders. Maintain detailed records for future reference and analysis.

Process Improvement: Continuously assess and enhance operational processes to increase efficiency, reduce downtime, and optimize resource utilization. Identify areas for improvement and implement solutions accordingly.

Qualifications & Experience

Bachelor's degree in a related field (e.g., IT, Engineering, Mechanical, Electrical). Proven experience (7+ Years) in

data center operations and management. Strong understanding of data center infrastructure, power, cooling, and security systems. Exceptional customer service and communication skills. Leadership experience with a demonstrated ability to lead and motivate teams. Analytical skills for monitoring and reporting on operational data. Strong problem-solving abilities and the capacity to make informed decisions. Competencies & Behavioral Skills (“E” for Essential and “D” for Desirable)

Data Center Management (E): A deep understanding of data center operations, including power distribution, cooling, security protocols, and compliance with industry standards.

Customer Focus (E): A commitment to meeting customer needs, providing exceptional service, and addressing customer inquiries and concerns promptly and professionally.

Operational Efficiency (D): Proven ability to optimize data center operations, reduce downtime, and ensure resource utilization is efficient.

Security Management (D): Expertise in implementing and managing security and access control systems to protect data center facilities and client assets.

Team Leadership (E): Strong leadership skills with experience in managing and motivating a diverse team of data center operations staff.

Problem-Solving (E): Exceptional problem-solving abilities, including the capacity to quickly identify and resolve issues that may impact data center operations.

Analytical Skills (D): Proficiency in data analysis and reporting, enabling informed decision-making and continuous improvement.

Communication (E): Excellent verbal and written communication skills for interactions with customers, team members, and stakeholders.

Behavioral Skills: Adaptability (D): Ability to adapt to changing circumstances and prioritize tasks effectively in a fast-paced and dynamic data center environment.

Team Collaboration (E): A collaborative and teamwork-oriented approach to work with team members and cross-functional departments.

Leadership (E): A leadership style that inspires and empowers team members, fostering a positive and motivated work environment.

Attention to Detail (D): A keen eye for detail to ensure precise record-keeping and the enforcement of security and access control measures.

Conflict Resolution (D): Proficiency in managing and resolving conflicts or disputes within the team or when dealing with customer concerns.

Time Management (D): Effective time management skills to meet deadlines and ensure smooth data center operations.

Ethical Conduct (E): A commitment to upholding the highest ethical standards in data center management and customer interactions.

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