

## Technical Service Team Lead - Data Center

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Company: Michael Page

Location: Daerah Khusus Ibukota Jakarta

Category: other-general

Technical Service Team Lead - Data Center Jakarta Permanent Multinational company Fast paced working environment About Our Client One of the fastest-growing data center provider. A multinational company who is currently in the midst of expansion in Indonesia. Job Description Conducts regular service review meetings and ensures timely delivery of service reports to customers Troubleshoots and resolves customer issues by utilising both external and internal resources. Serves as customers' interface for customer request, project management, related escalations, etc. In charge of handling customer issues, ensuring resolution in timely manner. Supports the Manager in annual reviews of Service Management Processes, SOPs, guides, manuals, etc. To bridge between the customers and service delivery teams to share schedules, updates, reports and Customer Acceptance Form. Conducts onboarding meetings for new customers and provide post sales support to Account Manager including customers requests, orders, quotes, proposal, etc. Develop and compiles Method of Procedure for emergency and preventive maintenance activities, review service related client notifications. The Successful Applicant Bachelor's Degree in Engineering, IT or related technical discipline At least 3 years of relevant work experience in data center services or operations Mandarin language ability will be an advantage Good technical knowledge in Mechanical & Electrical Systems, Network CI, DC facilities related systems, etc Good communication skills, able to manage customer needs and expectations Willing to support and facilitate any data center incidents during non-office hours What's on Offer Great career prospects as the growth opportunity in the company is tremendous. The chance to really impact the decisions of a very successful business and input

into process, procedures & systems We don't just accept difference - we celebrate it. We encourage applicants from all backgrounds to apply for this role and are committed to building inclusive, diverse workplaces where everyone can thrive. If you require any support or reasonable adjustments during the recruitment process, please let us know .

#J-18808-Ljbffr

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