

Data Centre Operations Trainer, Maidenhead - Top 3 Managed Cloud Computing Company

Salary

£28,000 to £38,000 DOE

iomart

iomart is one of the leading providers of cloud computing and managed hosting. Headquartered in Glasgow, iomart employs over 350 talented staff in offices and datacentres across the UK. Originally founded in 1998, it is listed on the London Stock Exchange and specialises in delivering cloud consultancy, facilitation and digital transformation to ISVs, SMEs, enterprises and the UK public sector.

iomart's employees help enable any size of business and organisations to operate their online data and IT environments safely and securely. Our technical staff are experts in public, private and hybrid cloud solutions - including AWS and Microsoft Azure – as well as data centre and network engineering. iomart owns and operates a network of UK data centres connected by a high capacity private fibre network and backed by 24/7 technical support.

iomart Group plc is delighted to offer this opportunity to join one of the UK's leading managed hosting companies.

Role Description

Based in iomart Group's primary Data Centre in Maidenhead, the Data Centre Operations Trainer will play a significant role in the Group's growth and long-term staff development plans. You will be influential in enabling Responsibility, Accountability, Delivery and Quality across the converging iomart Group. Your primary focus will be on the design, development and delivery of a variety of training resources for the NOC Engineers and Technicians who operate 24/7 across our UK DC estate providing support to both our customers and our internal operations. You will be a highly experienced and hands on, Data Centre professional with a passion for leading and sharing by example, positively influencing the work culture and developing a growing team of excellent technicians.

Key Responsibilities

- Collaborate with Directors/Managers to obtain information and to define their training objectives/deadlines in order to develop in-depth on-the-job training solutions and material on all aspects of DC operations
- Be the Group expert on DC operations, championing consistency of working practice across the entire estate
- Design, document and deliver:
 - on-the-job training on all DC operational tasks
 - an induction programme for NOC Technicians and Engineers
- Collaborate with Managers, Team Leaders and SMEs to produce and implement processes and procedures
- Share best practice throughout the Group, establish the 'iomart standard' in DC operations
- Collaborate with internal SMEs to create training systems as appropriate
- Maintain training records
- Coach staff on use of systems, processes and behaviours
- Stand in or represent Line Manager as required
- Create team/role/individual training plans/personal development plans
- Assist roll out of ISO / Data Assurance processes

Skills/Experience

- A minimum of 5 years of technical experience in Data Centre operations
- At least two years of demonstrable on-job-training, 1-2-1 training and 1-2-Many training
- Good working knowledge and understanding of server builds, installation within and without equipment racks, copper and fibre cabling, ticketing systems, networking, power, maintenance...
- Possess Vendor certification such as Microsoft, Dell, CompTIA, Cisco
- Possess a recognised training qualification
- Task oriented and organized approach to work
- Able to work in changing and ambiguous environment and create order, plan and execute on that
- Enthusiastic and influential at all levels by being able to relate to different people
- Strong MS Office skills
- Achieve wide range of Vendor certifications – be the example
- Previous team management experience in a Data Centre
- Ability to influence, persuade at all levels
- Administration of LMS platform would be advantageous

What do we offer in return?

- We'll shout you to lunch once a month
- ½ Day off on your Birthday
- Breakfast on us every day, including a hot roll on Fridays
- Free on-site car parking
- Long service benefits
- Snacks, drinks and fruit all day, everyday
- Pension
- Share save and childcare voucher schemes
- Supported training and access to an online training portal 24/7

Training & Development

As you can gather, we have a relaxed and friendly working environment but don't be fooled; you will be working with some of the country's best talent and greatest technical experts. We want our people to thrive, prosper and to leave work every day feeling valued and that they have made a difference. Talented, motivated and creative people lie at the heart of our success so we invest heavily in our people and their professional and personal development through technical certification, our online training portal and our Management and Leadership Development Programme.