



**HIGHWINDS®**

**Position: Data Center Specialist**

**Location: Phoenix, AZ**

**About Us:**

Highwinds is an established leader in multi-platform IP services, content replication and delivery software and services. Since 2002, we have provided for the advancement of a wide range of technologies - including messaging bus architecture, network management, distributed file systems and advanced routing methods.

If you are motivated to deliver high quality and innovative services, Highwinds can offer you a great career opportunity. We offer benefits including 401k, medical, dental, vision, paid time off, and a competitive salary plus commission to qualified team members.

**Job Summary:**

Highwinds Network Group is seeking a highly qualified, experienced Data Center Specialist with a proven track record of working in high availability enterprise environments. Candidates must have 5-8 years of experience working in data center environments, and an in-depth operational knowledge of all infrastructure systems including networking, power, cooling, solutions design and cable systems.

**Personal Skills:**

Qualified applicants must be able to demonstrate the following:

- Have a professional demeanor – able to interact with internal business units as well as outside customers in a professional and courteous manner.
- Extremely organized and motivated. Candidates will be expected to keep detailed records, manage multiple projects at a time, and work quickly and efficiently to achieve goals on time. Multitasking is an absolute must!
- **Must be a self starter** – able to pickup new concepts quickly and apply to the task at hand. Able to research independently to seek common answers but also willing to ask for help and clarification when necessary.
- Excellent written skills – able to quickly and accurately provide step by step directions to technicians in remote facilities both orally and in writing on how to handle various situations
- Be able to remain calm under pressure and ensure that adverse situations are handled in a timely fashion
- Able to travel both domestically and internationally – possibility of multiple times per year. Candidate must have a US Passport or be able to obtain within 60 days of hiring.

**Responsibilities:**

- Handling all shipping and receiving for 50+ points of presence around the US, Western Europe, and South America – including placing orders, tracking, announcing, and ensuring customs clearance.
- Maintaining the corporate asset tracking system including unpacking and tagging all assets, importing finance data, and ensuring accurate asset records with the finance department.
- Performing daily facility inspections to ensure all equipment is operating correctly as well as being responsible for handling any relevant escalation as necessary for deficiencies found.

- Being on call 24/7 for facilities emergencies at any of our 50+ points of presence around the world. May include working off hours (5pm-8am) during periods of time. However daily work hours will be 8am to 5pm.
- Coordinating work orders for staff at all remote facilities based on project timelines and internal work order requests.
- Handling datacenter emergency situations such as fire, flood, equipment failure, and personal injury while senior staff is offsite or unavailable. Coordinate and supervise repairs by authorized vendors when necessary.

**Qualifications:**

- Hands on experience with power infrastructure including calculating power load, heat load, conceptual UPS/PDU distribution, and installation techniques. Experience supervising third party electrical contractors in high availability environments preferred.
- Understanding of cooling infrastructure systems including air flow management, computer room air handler operation, perforated tile placement, and heat load distribution techniques.
- Advanced understanding of network cabling to EIA/TIA standards for both copper connections (POTS,T1,Ethernet) and fiber optic (single mode, multi mode).
- Experience installing servers in datacenter environments including un-packaging, installation, cabling, and testing.
- Able to lift 50+ pounds and rack equipment computer equipment inside of a cabinet.
- MCSE and/or A+ Certification mandatory.

***This job description is not intended to be all inclusive. Applicants must be legally permitted to work in the U.S. in order to have their application considered.  
Highwinds is an Equal Opportunity Employer.***

If you are interested in this position with Highwinds, please submit your cover letter and résumé to [careers@highwinds.com](mailto:careers@highwinds.com). In the subject line of your email, please include the title of the position.

If your experience and qualifications match our current needs, you will be contacted by a member of our human resources team. We look forward to hearing from you!