



Cloud Services & Data Center Manager

JOB SUMMARY: Dakota Carrier Network (DCN), a provider of high speed broadband communication services, serving North Dakota customers with data center locations within the state has a rewarding and challenging opening for a Cloud Services and Data Center Services Manager. This position will have the responsibility of overseeing the Cloud Service offerings and operations of DCN's data centers located within the State of North Dakota.

ESSENTIAL JOB FUNCTIONS:

- Present to customers, as an expert in DCN's Data Center & Cloud Services solutions, at all levels in the customer hierarchy, from technician to CIO.
- Translate customer business requirements into workable business solutions.
- Lead conversations about industry trends and emerging changes to the security landscape that every customer needs to be aware of and planning to deal with when moving critical data, intellectual property, and mission critical applications to the cloud.
- Lead and support customer demonstrations (along with DCN's Technicians and Engineers) that showcase our unique value to the customer.
- Discuss, with credibility, competitive offers in the marketplace and position DCN's solutions to be the best alternative.
- Define and report KPI's to monitor process health; define and report customer facing service metrics. Implement and oversee security policy, monitoring, and guidelines for Cloud Services.
- Create and document business processes to manage the operations, technical standards, architectural development, staffing, and staff development related to DCN's Cloud and Data Center services.
- Interact with DCN's Engineers and Sales staff to define and deliver DCN Cloud Service & Data Center solutions.
- Establish and maintain delivery models and relationships with multiple vendors measuring KPI and metrics.
- Research and implement new construction means and methods of data center and cloud services equipment and facilities.
- Be responsible for developing detail designs, construction, successful commissioning, close out, and hand off to operations with the lowest TCO, and meeting safety/cost/schedule/quality targets.

QUALIFICATIONS:

- Relevant work experience managing multi-group, multi-disciplinary projects.
- Relevant work experience managing a technical team.
- Relevant work experience with data center equipment/environments, including switchgear, generators, chillers, cooling towers, air handling units, controls, security monitoring systems, fire suppression systems, and working understanding of startup/commissioning processes.
- Skill in analytical thinking and problem solving.
- Skill in reading and interpreting technical documents and information.
- Skill in oral and written communication.
- Ability to organize and prioritize multiple work assignments.
- Ability to communicate with customers and employees in a professional manner.
- Ability to work independently and make sound technical decisions.
- Ability to effectively function as a team player.
- 5+ years of technical experience operating in a highly complex data center environment and 3+ years specifically in a cloud environment.

BENEFITS: DCN offers a competitive salary and benefit package.

Application Deadline: April 15, 2017.

Please send cover letter and resume to the following address:

DCN Human Resources Manager
Dakota Carrier Network
PO Box 2484
Fargo, ND 58108
hr@dakotacarrier.com

Dakota Carrier Network is an Equal Opportunity Employer.