

# Mozambique Jobs Expertini®

## Operational Engineer

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Company: Raxio Group BV

Location: Maputo

Category: other-general

### Your mission

MUST be reachable 24/7 to respond to emergencies in a timely manner.

Completing routine visual inspections on critical data center equipment.

Identifying potential faults proactively.

Troubleshooting various facility systems systematically.

Troubleshooting promptly to diagnose mechanical, electrical and network system failures and working with contractors to quickly resolve or mitigate interruption in services.

Supervising customer installations in the Data Hall.

Ensuring that all SOPs and guidelines have been followed during installation.

Supporting the sales team with pre-sales and customer visits.

Ensuring proper Documentation and Reporting as per SOPs in place.

Completing NOC shifts as assigned.

Prioritizing and escalating incidents within SLA.

Providing support to the NOC through identification, tracking and closure of incidents

as per the agreed SLA.

Coordinating and supervising fibre partner works in the Data Hall and Fibre intake rooms.

Analyzing and escalating of incidents arising.

Maintaining adequate spares to ensure uninterrupted Data Centre operations.

Maintaining obsequious internet connectivity within the facility.

Maintaining and troubleshooting all critical network infrastructure. I.e., BMS, CCTV and Office LAN.

Coordinating with HS&S to make sure the Data Hall, fibre intakes and cross-connect rooms are kept clean as per the cleaning policy.

Providing 1st level IT support for Raxio staff and visitors. (Wi-Fi, Printers and PCs)

Providing on-site supervision for contractors and vendors, ensuring that all work is performed according to established SLAs, practices, and procedures.

Ensuring structured cabling on all cable containment across the Data Centre.

Ensuring routine Maintenance of the Manholes across the Data Centre.

Working on all other projects as assigned.

## **Your profile**

2-3 years of working experience with electrical /mechanical/Telecom systems.

Experience in data center operations is preferred. Knowledge is required.

Must be available for emergency on-call and shift work predominantly during the night and weekends.

Basic knowledge of power systems (UPS, RPPs, PDUs) cooling systems (HVACs, air flow)

Working knowledge of pumps, compressors, boilers, chillers, facility HVAC systems is required.

Working knowledge of UPS systems and associated switch gear.

Working knowledge of standby generator systems and associated switch gear.

Working knowledge of sprinkler systems/fire alarms systems testing, building management systems

Basic IT knowledge (LAN, PABX, Printers, cabling operations)

Excellent communication (Oral and written) skills.

Persistent and self-motivated.

Excellent organizational skills and initiative to learn and take on new responsibilities.

Ability to work in a fast-paced environment with minimal supervision.

Good problem-solving skills and ability to meet demanding time constraints.

Ability to conduct and manage multiple projects and priorities.

Strong team player with the ability to influence/develop/maintain relationships with stakeholders.

Ability to propel and maintain cross-functional resources/relationships to deliver a high quality service to meet customer expectations.

## **About us**

Raxio Group is a platform investing in and building state-of-the-art Tier III data centers across Africa. Through its investments and hands-on approach, Raxio seeks to address the latent demand for critical data center infrastructure that will drive digital transformation across the region. Raxio made its first investments in Uganda and Ethiopia by establishing and developing state-of-the-art “metro-edge” facilities on the outskirts of Kampala and Addis Ababa. More recently, Raxio has entered the DRC, Côte d’Ivoire, Mozambique, and Tanzania, where it will be building similar facilities with further investments planned across

Africa. Raxio currently counts on about 75 professionals across different offices in Amsterdam, Dubai, Nairobi, Kampala, Addis, Maputo, Abidjan, and Kinshasa.

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