![pathway communications logo]

The Pathway Group, a leader in providing IT infrastructure and Help Desk solutions, is seeking a Facilities and Data Center Manager to join their growing team. Pathway's Managed IT Services division handles clients' internal IT systems, including infrastructure (servers, networks, security, desktops) and generic applications.

Job Responsibilities

Data Center Management

- Responsible for monitoring the data center environment.
- Provide customer consult in regard to power and air handling requirements for the data center and coordinate new installations.
- Site drawing creation and maintenance to rack level.
- Create and maintain Processes and Standard Operating Procedures
- Update and maintain asset inventory records within the company provided database including asset tagging for incoming equipment.
- Support annual and quarterly inventory audits.
- Creating Purchase Requests
- Perform ethernet and fibre patch cabling for customers and internal teams.
- Perform data center security monitoring and ensure customers are following appropriate rules and regulations.
- Respond to and escalate equipment alarms and undertake quick and effective troubleshooting to diagnose mechanical and/or electrical system failures (single-line diagram tracing) and working with contractors to quickly resolve or mitigate interruption in services

Facilities and Security

- Responsible for all aspects of facility maintenance, security of building infrastructure assets and project implementation
- Responsible for facility operational activities, equipment monitoring and vendor oversight as needed
- Ensure scheduled maintenance for UPS, Generators, Fire Systems, HVAC, Plumbing, irrigation, elevators, Camera system, Alarm system, Power Systems, Landscaping, cleaning
- Coordinate, deal and document any general building maintenance related issues like water leakage issues etc.
- Oversee and ensure documentation of scheduled and breakdown maintenance of cooling, power issues, plumbing, fire systems, landscaping and access card

- Ensure that the building meets health and safety requirements and that facilities comply with legislation
- Direct, coordinate and plan essential services such as reception, security, maintenance, mail, archiving
- Independently review, maintain and update operational and emergency response processes and documentation in collaboration with HR and Quality
- Plan and train staff to respond appropriately to emergencies or urgent issues as they arise and dealing with the consequences in collaboration with HR and Quality

Education and Experience

- Preferred Bachelor's Degree from college or university in IT
- Preferred 7 to 10 years of experience in IT Data Center and Facilities

Data Center and Equipment, Required

- Basic knowledge of power systems (UPS', RPPs, PDUs) cooling systems (HVACs, air flow dynamics)
- Working knowledge of UPS systems, generator systems and associated switch gear
- Working knowledge of sprinkler systems/fire alarms systems testing, building management systems.

IT/PC Skills Preferred

- PC Skills – working knowledge of MS Word, Excel, Power Point and Google Apps.
- Intermediate knowledge of routers, switches, firewalls, and servers, L1/L2/L3 multilayer Ethernet switching environments & associated protocols

Communication and People Skills

- Excellent interpersonal skills with good verbal and written communication skills
- 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
- Self-motivated and independent. Excels with ambiguous situations as a chance to show leadership.
- Ability to conduct and manage multiple projects and priorities.

- Ability to propel and maintain cross-functional resources/relationships to deliver and meet customer expectations.
- Strong team player with the ability to influence/develop/maintain relationships with internal/external contacts.

How To Apply

Please submit your resume with sub: "**Facilities and Data Center Manager"**, with details of relevant work experience and why you feel you are a good candidate for this position.

We thank all candidates, but only those selected for an interview will be contacted. We are not accepting calls from Recruiters at this time.

Disclaimer: *Please note that this document is intended to provide an overview of job accountabilities and does not necessarily list all tasks related to the job.*

About Pathway

Pathway has been a pioneer in IT Managed Services. Starting out as one of the first ISPs in Canada in 1995, we are now a leading Canadian technology management firm with a global reach. Our clients rely on us as their sole source for high-quality IT solutions – from hybrid cloud services to service desk, telephony and security. We were the first company in Canada to construct a Tier III certified data center and maintain a complete set of certifications including SOC 2 Type II, PCI, and ISO 27001. Pathway's operations and teams span across four offices in Canada and overseas, and continue to grow rapidly.

The Pathway Group is an equal opportunity employer and is committed to providing equal treatment with respect to employment without discrimination because of race, ancestry, place of origin, citizenship, creed, sex, sexual orientation, age, marital status, family status, disability, colour or ethnic origin as required by the Ontario Human Rights Code. If accommodation is required, please mention in the application.