Job Description	
Position	Data Centre Technician
Department	SAN & SS, SST Monitoring
Division	Card Services

SUMMARY OF RESPONSIBILITIES

DC Technician will focus on monitoring faulty ATMs, collaborating with service providers (First Line Maintenance, Network Providers, First Line Maintenance, ATM vendors etc.) and internal resources (SST Operations, ITO, etc.) according to the approved procedures and checklists. Monitor cash level for all ATMs and escalate to service providers for necessary action. On a daily basis, provide all reports (daily ATM transactions, ATMs down more than 1 day, etc.) related to MEPS ATM.

KEY AREAS OF RESPONSIBILITIES

General
- Timely execution of all jobs in accordance to approved procedures and checklists.
- To monitor error messages (device errors, cash level, cassette faulty) from MEPS ATM.
- To identify and provide high level description of the problem to the appropriate support team and log problem.
- To ensure all ATMs with errors are monitored until problem is resolved on a timely basis.
- Execute command as directed by SST Operations to resolve problem.
- To ensure all daily reports, logs and checklists are being filed accordingly.
- To ensure tidiness of Data Centre.
- To attend calls, emails, mobile messages from Service Providers relating to operations.
- To enforce and adhere to IT Security policies and procedures, i.e. maintains the physical security of all system equipment within Data Centre, permitting only authorized personnel into Data Centre.
- Collect and compile statistics data for schedule and ad-hoc reporting.
- Monitors daily computer operations with an eye towards unusual events, and notifies the appropriate parties according to the Incident Response Plan
- Support User Acceptance Testing on MEPS ATM systems whenever necessary

Product and Market Knowledge
- Possesses nascent understanding of the card payment and ATM industry based on readily available sources and online channels; keeps oneself updated on basic information and development of the card payment and ATM industry
- Possesses nascent understanding of organization's products (e.g. SAN, SST, MEPS ATM) based on internal knowledge sources and basic operational working experiences; aware of basic information/references of product structure (e.g. basic technical knowledge) to carry out daily tasks

Stakeholder Management
- Possesses nascent understanding of stakeholders based on internal sources and basic operational working experience; aware of basic information relating to internal stakeholders (e.g. key personnel, departments)
- Works together with stakeholders to understand and clarify expectations (e.g. deliverable timelines, internal deadlines); possesses basic working relationships with stakeholders
- Fulfils and adheres to agreed expectations (e.g. quality, timelines); makes effort to build effective and efficient working relationships with stakeholders

ATM Process Compliance
- Possesses nascent understanding of organization's MEPS ATM commissioning procedures based on internal documents (e.g. Operation Manual) and basic operational working experience; handles routine operational procedures based on established SOPs (e.g. query handling)
- Handles routine process matters and requests (e.g. liaising with commissioning team, vendors, CIT, site owners, participants) independently based on applicable process guidelines (e.g. SOPs, process flow)
- Collates necessary information to identify potential improvement opportunities (e.g. site issue, service provider issue) in existing organizational processes
- Contributes viewpoints on how to address organizational challenges
- Handles routine process matters and requests (e.g. NECTAR, GMV Checker, eWidt systems reports) independently based on applicable process guidelines (e.g. SOPs, process flow)

Cash Management
- Possesses nascent understanding of organization's cash management-related guidelines based on internal documents and basic operational working experience; handles routine operational procedures based on established SOPs (e.g. cash replenishment, ATM commissioning)

Data Centre Operation and Facility Management
- Demonstrate full understanding of Data Centre Operations functions and it's support facilities, e.g. UPS, Genset, Precision Air-Conditioner, Firefighting facilities etc.; with the ability to apply said knowledge for effective and efficient execution of duties.
- Demonstrate ability to promptly execute any approved backup and recovery functions with no errors and to deal with any emergency situations in a calm, efficient and prompt manner.
- Demonstrate ability to identify and provide high level description of the problem to the appropriate support team for further action and log problem.

QUALIFICATIONS

- Preferably minimum 1-year experience in Data Centre operations.
- Willing to work on shift.
- Effective communication skills
- Punctual and reliable.
- Ability to attend to callers in a pleasant, positive and professional manner.