



Hardware & DC Ops Technician MTL EN

Montreal - Full-time - 743999973531143

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As a Data Center Operations technician, part of the Hardware and Bare Metal team of i3D.net, your role is to provide hands-on, on-site, and remote operational support for our datacenter hardware across the world.

The Data Center Operations technician executes the daily operations in relations to our hardware in our datacenters, such as basic operations (move-add-change-delete), perform maintenance and troubleshooting.

Your responsibilities

- Receive, install, cable, test and configure datacenter hardware, ability to comfortably manipulate physically heavy equipment.
- Diagnose and perform complex troubleshooting and resolve technical problems raised.
- Coordinate with internal and external partners, vendors and manufacturers for support requests, projects, maintenance, deployments, and new site creation.
- Document work done and tracking in ticketing and inventory management systems.
- Build, update and maintain knowledge base articles.
- Contribute to the team and group's evolution by proposing improvements, changes to processes and methodologies.

About you

You have a passion for games and IT infrastructure and computer hardware. You know what it is like to perform operations on physical servers, networking, and related infrastructure in a datacenter environment. Furthermore, you care for the success of your team, for the quality of service delivered to our customers, and work well with others.

- Strong experience with computer hardware troubleshooting, problem-solving and technical support in an enterprise & datacenter environment.
- Excellent knowledge of network architecture and cabling techniques, with its relevant equipment, cables, and connectors.

- Experience in a data center environment, familiar with rack design, power management and cooling systems concepts.
- Experience with support management and project management methodologies, documentation best practices, ITIL and/or Agile principles.
- Ability to perform physical manipulation of server and assorted equipment in racks.
- Bilingual communication skills (French and English, written and spoken).

What does i3D.net offer you?

- Dive in to the world of gaming and real time and engage with customers from all over the world. We have a diverse commercial team and value collaboration, diversity and entrepreneurship. With the team we organize drinks, dinners and events throughout the year.
- A challenging and dynamic job in an international company
- A competitive salary (depending on education, knowledge, and experience)
- 25 vacation days (excluding national holidays)
- Travel allowance & work-from-home budget
- Collective pension scheme
- All the hardware and software you need to perform, including a laptop
- Career guidance including remuneration of relevant education, courses, and training
- A modern office in a prime location with open workplaces
- Free access to Ubisoft games through Ubisoft Connect
- Free use of the in-house gym

i3D.net is an equal opportunity employer. At i3D.net, we believe in a fair and equal workplace for all and foster an environment that is inclusive as well as diverse. We do not discriminate based on color, race, religion, sexual orientation, gender (identity), age, mental or physical abilities, or other characteristics. We believe that employees thrive when they can be comfortable and be themselves! We encourage candidates to apply knowing that they will be considered solely on their merits and qualifications.

Disclaimer: The above statements are intended to describe the general nature and level of work. Employment offers are contingent upon a final candidate's successful interviews with hiring manager, HR and other representatives of i3D.net and the completion of a background verification and a final determination by i3D.net that the information derived from the background verification does not disqualify the individual.