

Position title: EOC Engineer I
Location: Cluj

At Vertiv, we build products that keep critical technologies running 24/7. We are proud we were the first to protect mainframes with precision cooling systems. We were the first to introduce an integrated enclosure system to distributed networks. We help some of the largest names in the industry bring new capacity online faster and at a lower cost when search and social media increased demand for storage and computing.

Vertiv Romania is looking for an EOC Engineer to provide technical support across EMEA region from our Cluj-Napoca office.

Main responsibilities:

- Alarms handling & field force management;
- Configuration of DC systems, Thermal equipment, UPS's, modems & routers, PDU's;
- Field Engineering: UPS, Thermal Systems and DC Systems - commissioning, maintenance work and emergency call out; with the assistance of an EOC III or EOC IV engineer;
- Integration and supervising of energy and thermal systems in advanced monitoring platforms;
- Intermediate between end customer, channel, distributors and internal departments to ensure the high service level promised;
- Perform remote battery test and battery status reports;
- Performs tests in EOC Lab with the assistance of a EOC II or EOC III engineer based on different scenarios to resolve customer incidents and prepare the related documentation;
- Prepare periodically reports for customers (Network audits);
- Provide remote software support for monitoring platforms;
- Provide remote technical support for customers or subcontractors to resolve incidents;
- Register, monitor and documents all solving process of a request, including all decisions until the final solution;
- Other duties;

Job Requirements

- School Background:
 - Student or graduate in one of the following fields: Electrical Engineering, Electronics, Telecommunications, Mechanical and Building Services;
- Language skills:
 - Good written and spoken English with knowledge of the main technical language/words used in the relevant product application business;
- Technical / Functional skills:
 - Good knowledge in MS Office;
 - Good analytical skills, flexible, opened minded and team player;
 - Basic knowledge in UPS's, DC Systems; Cooling Systems are an advantage;
 - General knowledge of telecom fundamentals (devices, services & products, network protocols) will be considered an advantage;
- Attitudes:
 - Ability to deal with all levels of internal and external interfaces;
 - Flexibility and capability to work with potentially critical situations and stress;
 - Drive and self-motivation;
 - Customer oriented;
 - Excellent communication skills;
- Travelling:
 - availability to travel about 10% of the time;

Working program:

- 3 shifts and weekends + legal holidays;
- Availability to stay on guard the rest of the day from home (Rota process every two-three weeks);

Submit application:

- If you are interested in joining our team, please submit your application using one of the below options:
 - <https://www.linkedin.com/jobs/view/2923057088/>
 - https://egup.fa.us2.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX/job/20220368/?utm_medium=jobshare