

Data Centre Training Roadmap

A quick guide for data centre career development

Extracted from the EPI-DCCF® (Data Centre Competence Framework®)

Job Role/Function	Short Description	Required Training	Optional Training
Data Centre Manager	Develops, operates, guides and maintains a data centre which is compliant to relevant standards/codes and meets the business needs.	CDCP CDCS CDFOM	CDCE CDRP CTDC CDMS CITM
Finance Manager	Provides financial advice and support to the data centre business, clients and colleagues to enable them to make financially sound business decisions.		DCFC CITM
Lawyer / Legal Advisor	Provides legal protection and service by advising corporations on their legal rights and duties, including the duties and responsibilities of management.		DCFC CDRP CITM
HR Manager (Human Resource)	Develops, advises on and implement policies and executes effective management of personnel within an organisation.		DCFC
Policy and Compliance Officer	Provides and maintains compliance to (new) laws, codes, standards and regulations concerning the data centre to maintain the reputation and integrity of the data centre business.	CDRP	DCFC/CDCP CITM

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Risk Manager	Assess, identify and manage risk mitigation plans for potential risks that may hinder the reputation, safety, security and financial prosperity of the data centre.	DCFC/CDCP CDRP CITM	CDMS CITD
Security Manager	Maintains a safe and secure environment for customers and employees by establishing and enforcing security policies and procedures and overseeing the development of security systems for the protection of facilities, personnel, data and assets.	DCFC/CDCP CDRP CDFOM	CITM
Business Continuity Manager	Develops and maintains corporate business continuity strategies to ensure critical services are maintained at agreed levels at times of service disruption or degradation due in adverse conditions.	DCFC/CDCP CDRP CDMS CITM	CDFOM
EH&S Manager (Environmental Health & Safety)	Develops and implement health and safety programs to ensure conformance to environmental, national, health and safety standards in the applicable jurisdiction to safeguard the health and safety of all persons within the data centre.	DCFC/CDCP	CDFOM CITM
Sustainability Manager	Sustainability manager is responsible for the development and implementation of an EMS (Environmental Management System) including compliance with environmental legislation and industry best practices.	DCFC/CDCP	CDCS
Site Selection Manager	Develops the companies owned data centres location strategy and manage the site selection effort for real estate, including partnering with teams focused on economic development incentives, energy and utilities, network connectivity, legal, policy, and financial considerations.	CDCP CDCS CDCE CTDC	CDFOM CTIA
Data Centre Design Manager	Develops and maintains a data centre which can achieve its business goals by establishing and managing an effective and efficient design plan.	CDCP CDCS CDCE CTDC CDFOS	CDMS CDRP CTIA CDFOM CITM

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Solution Architect	Translates business and technical requirements into a data centre architecture which is effective, efficient, compliant, scalable and flexible.	CDCP CDCS CITM	CDMS CDRP CITO
Product Manager	Develops data centre service products by execute all phases of product planning, implementation and maintenance throughout the product lifecycle in line with company's overall strategy and goals.	CDCP CDCS CDFOM CITM	CDMS CDRP
Service Level Manager (SLM)	Manages all service level agreements (SLAs) across the organisation ensuring the service commitments are met whilst driving service improvement programs.	DCFC/CDCP CDFOM CITM	CDMS CDRP
Account Manager	Manages the relationship with customers being the focal point for client sales and customer satisfaction.	DCFC/CDCP CDFOS	CDFOM CITM
Project Manager	Manages projects to achieve optimal performance conforming to original specifications.	CDCP CDFOS	CDMS CTDC CDRP CITM
Site Manager	Manages the onsite build activities on behalf of the construction inspecting the daily progress of the site build activities.	CDCP CDCS CDCE	CTDC CDRP CITM
Civil Engineer / Construction Engineer	Plans, designs, overseas and manages all civil and construction related matters of the data centre.	DCFC/CDCP	CTDC
Architect	Designs new, extensions, alterations and conservation of buildings taking into account construction techniques ensuring an optimised and efficient data centre.	CDCP CDCS CTDC	CDFOS

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Structural Engineer	Designs structures to withstand stresses and pressures imposed on the data centre and supporting structures through environmental conditions and human ensuring that they do not deflect, rotate, vibrate beyond acceptable limits or collapse and that they remain stable and secure throughout their use.	CDCP CDCS CTDC	
Electrical Engineer/Designer	Design, develop and maintain electrical systems and/or components to required specifications, focusing on safety, reliability, quality and sustainability.	CDCP CDCS	CTDC CDFOS
Mechanical Engineer/Designer	Design, develop and maintain mechanical systems and/or components to required specifications, focusing on safety, reliability, quality and sustainability.	CDCP CDCS	CTDC CDFOS
Fire/Safety Systems Engineer/Designer	Design, develop and fire and safety systems and/or components to required specifications, focusing on safety, reliability, quality and sustainability.	CDCP CDCS CDFOS	CTDC CDFOM
Security Systems Engineer/Designer	Design, develop and maintain security systems and/or components to required specifications, focusing on safety, reliability, quality and sustainability.	CDCP CDCS CTDC	CDFOM CDRP
Monitoring and Automation Systems Engineer/Designer	Design, develop and maintain monitoring/control (EMS/BMS/DCIM) systems and/or components to required specifications, focusing on safety, reliability, quality and sustainability.	CDCP CDCS	CDFOS CTDC
ICT Technology and Network Engineer/Designer	Design, develop and maintain ICT and Network infrastructure systems and/or components to required specifications, focusing on safety, reliability, quality and sustainability.	CDCP CDCS CTDC CITM	CDFOS
Cabling Engineer	Installs cable pathway systems, firestop systems, various electronic components, various cable that includes but is not limited to: structured twisted pair cable, stranded cable, low voltage cable, single mode fiber optical cable and multi-mode fiber optical cable.	CDCP CDCS	CDFOS

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Commissioning/Testing Manager	Develop and deliver the commissioning strategy for the design and construction phases to final testing and handover to operations	CDCP CDCS CDCE CTDC	CTIA CDFOS
Building Manager	Manages and maintains the data centre property on behalf of, and to the satisfaction of, the owner and the tenant taking into account all aspects including safety.	DCFC/CDCP CDFOS	CDFOM
Building Engineer	Performs complex preventive maintenance and corrective repair of buildings, industrial systems, vehicles, equipment and grounds.	CDCP CDCS	CDFOS
Facilities Manager	Manages and maintains the data centre facilities to ensure continuity and availability of data centre services in an effective and efficient manner.	CDCP CDCS CDFOM	CDRP CTDC
Facilities Engineer	Operates, monitors and supports physical facilities conditions. Some of these duties will include heating and cooling of air and water, power supply, generators, UPS systems, electrical distribution and control and monitoring systems.	CDCP CDCS	CDFOS
Operations Manager	Manages the operations team responsible for running a high available, effective, efficient and flexible data centre organisation.	DCFC/CDCP CTDC CDFOM	CDCS CDRP CITM
Floor Manager	Manages all infrastructure and activities within the computer room.	CDCP CDCS CDFOS CDMS	CTDC CITO CDFOM
Data Centre Engineer	Provide installation, operational support and maintenance of ICT and network infrastructure	CDCP CDFOM	CTDC CITS

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Service Desk Staff	Acts as first point of contact, record, analyse and attempt to resolve incidents and service requests or escalate to second line support.	DCFC/CDCP CDFOS	CTDC CITO
NOC Manager	Manages customers, vendors and technical team to ensure the ICT and Network performs as per the committed levels of the SLA's.	DCFC/CDCP CDFOS CITM	CDMS CDFOM

The information contained in this document is extracted from the EPI-DCCF® (Data Centre Competence Framework®). For detailed information on the job descriptions, required competences and training needs, download the EPI-DCCF® from <http://www.epi-ap.com/dccf>.