

**Leveraging ICT for Growth, Employment and Governance Project
Bangladesh Computer Council (BCC)
Information and Communication Technology Division
Ministry of Posts, Telecommunications and Information Technology
ICT Tower, Plot # E-14/X, Agargaon, Dhaka-1207
Bangladesh**

**Terms of Reference
For
Data Center (DC) Facility Engineer
(Contract Package #AF-S41D)
(Credit # 5911-BD)**

July 2018

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For
Data Center (DC) Facility Engineer
(Contract Package # AF-S41D)

1. Objective of the Assignment

The objective of the assignment is to recruit a Data Center Facility Engineer for operations and maintenance of Data Center Physical Infrastructure including Power, Cooling, Access Control, Surveillance and Fire Suppression systems. The recruited engineers will be accountable for smooth operation and maintenance of all electrical and mechanical components of the Data Center.

2. Scope of Services

The Data Center Facility Engineer is responsible for the following:

- Design, develop, secure and maintain the entire physical infrastructure of Data Center.
- Ensure adequate HVAC, power, battery to maintain target environment for all IT hardware in Data Center
- Perform reliability testing and assists in planning emergency and/or disaster recovery procedures.
- Maintain Asset Inventory of Data Center
- Operate and maintain Data Center Infrastructure Management (DCIM) System
- Monitor and ensure Data Center Condition is maintained according to preset level
- Support maintenance activities performed by Data Center Vendors
- Perform preventive maintenance activities
- Ensure that all system functional requirements (i.e. Access Control, Fire Suppression, Environment Control, Transient Voltage Surge Protection, Isolation Transformer, etc.) are successfully acquired, validated, and tested.
- Provide support for generation, review, approval, and implementation of change modification proposals for accuracy, completeness, and remediation
- Follow documented daily procedures and policies; monitoring tools and response guidelines, escalation and notification processes; and Trouble/Ticket management processes and guidelines
- Oversees day-to-day Data Center Operations.
- Provides infrastructure support to the Engineering, Critical Facilities, Security and IT teams.
- Coordinates work with other departments as required.
- Support project management activities through risk mitigation and critical operation activities.
- Establish and communicate performance standards to staff.
- Orient and Train Data Center Facilities Staff.
- Manage Critical Environments Team in critical operations.
- Work on a 24x7 on-call rotation schedule

3. Education and Experience

- Minimum Bachelor's degree in Electrical/Mechanical Engineering (or similar)
- Minimum two (2) years of experience in Data Center Facility Operations required
- Strong background in Data Center Infrastructure Projects is required
- Professional Certification: Certified Data Center Professional (CDCP) preferred
- Microsoft Office Suite - Word, Excel, Outlook and Visio required
- Current knowledge of Data Center facility systems, procedures and processes
- Working knowledge of mechanical, electrical, and life safety monitoring and control

4. Reporting Arrangements

The Data Center Facility Engineer will assist and report to the Project Director, under the general supervision and guidance of the e-Government Team Leader and Technical Specialist(s).

5. Duration of the Assignment:

The duration of the assignment will be about 10 (ten) months and may extend subject to satisfactory performance of the Consultants & Project Extension.

6. Facilities to be provided by the Client:

Project will provide appropriate office space and other associated (data, information, furniture, stationeries, etc.) necessary to carry out the assignment.

7. Reporting requirements/deliverable:

The Data Center Facility Engineer will need the following reporting requirements/deliverables, but not limited to:

- Monthly work plan and progress report;
- Yearly Report;
- Any other Report, as required.