

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 CTDC CDMS CDSM CITS
Finance Manager	Provides financial advice and support to the data centre business, clients and colleagues to enable them to make financially sound business decisions.		CDCP CITS
Lawyer / Legal Advisor	Provides legal protection and service by advising corporations on their legal rights and duties, including the duties and responsibilities of management.		CDCP CDRP CITS
HR Manager (Human Resource)	Develops, advises on and implement policies and executes effective management of personnel within an organisation.		
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	CDCP CITS

Job Role/Function	Short Description	Required Training	Optional Training
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.	CDCP CDRP CITS	CDSM CITE
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.	CDCP CDRP CITS	CDSM CITE
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.	CDCP CDRP CITS	CDSM
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.	CDCP CDSM	CITS
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.	CDCP	CDCS
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 CDFOM CITS	CDMS CDSM CDCC CDRP CTIA
Solution Architect	Translates business and technical requirements into a data centre architecture which is effective, efficient, compliant, scalable and flexible.	CDCP CDCS CITS	CDMS CDRP

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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 CITS	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.	CDCP CDFOM CITS	CDMS CDRP
Account manager	Manages the relationship with customers being the focal point for client sales and customer satisfaction.	CDCP CDFOM	CITS
Project Manager	Manages projects to achieve optimal performance conforming to original specifications.	CDCP CDMS CDFOM CITS	CTDC CDCC
Site Manager	Manages the onsite build activities on behalf of the construction inspecting the daily progress of the site build activities.	CDCP CDCS CDMS CITS	CDCE CDCC
Civil Engineer / Construction Engineer	Plans, designs, overseas and manages all civil and construction related matters of the data centre.	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	CDFOM
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	

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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	CDFOM
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	CDFOM
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 CTDC CDSM	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 CTDC	CDFOM
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 CITS	CDFOM
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 CDCC	CDFOM

Job Role/Function	Short Description	Required Training	Optional Training
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.	CDCP	CDFOM
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 CTDC	CDFOM
Operation Manager	Manages the operations team responsible for running a high available, effective, efficient and flexible data centre organisation.	CDCP CTDC CDFOM	CDCS CDRP
Floor Manager	Manages all infrastructure and activities within the computer room.	CDCP CDCS CDFOM CDMS	CTDC
Data Centre Engineer	Provide installation, operational support and maintenance of ICT and network infrastructure	CDCP CDFOM	CTDC CITS
Service Desk	Acts as first point of contact, record, analyse and attempt to resolve incidents and service requests or escalate to second line support.	CDCP CITP	CDFOM CITS
NOC Manager	Manages customers, vendors and technical team to ensure the ICT and Network performs as per the committed levels of the SLA's.	CDCP CDFOM CITP	CDMS

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>.