

EU Datacenter Engineer

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Company: DocuSign

Location: Netherlands

Category: computer-and-mathematical

Company Overview DocuSign brings agreements to life. Over 1.5 million customers and more than a billion people in over 180 countries use DocuSign solutions to accelerate the process of doing business and simplify people's lives. With intelligent agreement management, DocuSign unleashes business-critical data that is trapped inside of documents. Until now, these were disconnected from business systems of record, costing businesses time, money, and opportunity. Using DocuSign's Intelligent Agreement Management platform, companies can create, commit, and manage agreements with solutions created by the #1 company in e-signature and contract lifecycle management (CLM). What you'll do DocuSign is seeking a Datacenter Engineer to support our best-in-class, carrier grade service infrastructure. This Datacenter Engineer will partner across teams from engineering, quality assurance, build, technical operations and more to troubleshoot and resolve infrastructure and network issues and ensure we are meeting our availability SLAs in a 24/7 data center environment. This position is an individual contributor role reporting to the Manager, Global Operations. Responsibility Coordinate logistics, capacity planning, changes, monitoring, testing, and physical security of data center infrastructure Physical rack, cable, and handle assets within data centers from the loading dock to hand-off Manage resolution of hardware issues through spares replacement or working with the pertinent vendor Manage and coordinate shipping and receiving of packages and equipment for the data center Ensure data centers are maintained and documented to standard in order to meet our scrupulous compliance requirements Provide first line troubleshooting and information gathering Coordinate efforts among internal teams and the DocuSign Operations Center (DOC), ensuring issues are

resolved, and facilitate communication across teams Collaborate with engineering to drive improvements in processes and tools Provide high quality support following standard operating procedures Identify missing processes and proactively author SOPs Identify recurring issues and action appropriately for permanent resolution Rotate on call supporting Docusign data center incidents Job Designation Remote: Employee is not required to be in or near an office frequently and works from a designated remote work location for the majority of the time. Positions at DocuSign are assigned a job designation of either In Office, Hybrid or Remote and are specific to the role/job. Preferred job designations are not guaranteed when changing positions within DocuSign. DocuSign reserves the right to change a position's job designation depending on business needs and as permitted by local law. Employee must be based in the Netherlands. What you bring Basic 5+ years' experience in data center environments Knowledge of critical data center infrastructure (Power configurations, HVAC, Cabling) Displayed proficiency in various software applications such as Microsoft Office 365 Suite and G Suite applications Ability to regularly lift 22kg and perform work on ladders Strong troubleshooting methodology and attention to detail Displayed understanding of basic Windows server and Linux configurations Experience with the process of telecommunication installation and engineering Experience with multiple server and networking technologies and OEMs Ability to travel up to 15% Preferred Bachelor's degree in a technical discipline or equivalent experience Cable management certifications such as BICSI or experience running cabling in a highly available production data center environment Knowledge and experience building and operating high scale, highly available (99.999+) data centers Experience using Data Center Infrastructure management (DCIM) tools to manage data center infrastructure Experience in a fast-paced data center or facilities management environment Experience handling vendors while leading data center build projects Experience with data center infrastructure construction (low voltage, electrical, mechanical) Basic understanding of supply chain management or manufacturing disciplines Understanding of how to use automated build systems to deliver large batches of hardware. Working knowledge of HPE/Dell server platforms and Juniper or Arista networking equipment Working knowledge of networking concepts including but not limited to ipv4, routing and switching, VLANs and load balancing Life at Docusign Working here Docusign is committed to building trust and making the world more agreeable for our employees, customers and the communities in which we live and work. You can count on us to listen, be honest, and try our best to do what's right, every day. At Docusign, everything is equal. We each have a

responsibility to ensure every team member has an equal opportunity to succeed, to be heard, to exchange ideas openly, to build lasting relationships, and to do the work of their life. Best of all, you will be able to feel deep pride in the work you do, because your contribution helps us make the world better than we found it. And for that, you'll be loved by us, our customers, and the world in which we live. Accommodation DocuSign provides reasonable accommodations for qualified individuals with disabilities in job application procedures. If you need such an accommodation, including an accommodation to properly use our online system, you may contact our team at accommodations@docusign.com. If you experience any technical difficulties or issues during the application process, or with our interview tools, please contact our team at taops@docusign.com for assistance.

Applicant and Candidate Privacy Notice #LI-REMOTE #LI-BP1

Basic 5+ years' experience in data center environments

Knowledge of critical data center infrastructure (Power configurations, HVAC, Cabling)

Displayed proficiency in various software applications such as Microsoft Office 365 Suite and G Suite applications

Ability to regularly lift 22kg and perform work on ladders

Strong troubleshooting methodology and attention to detail

Displayed understanding of basic Windows server and Linux configurations

Experience with the process of telecommunication installation and engineering

Experience with multiple server and networking technologies and OEMs

Ability to travel up to 15%

Preferred Bachelor's degree in a technical discipline or equivalent experience

Cable management certifications such as BICSI or experience running cabling in a highly available production data center environment

Knowledge and experience building and operating high scale, highly available (99.999+) data centers

Experience using Data Center Infrastructure management (DCIM) tools to manage data center infrastructure

Experience in a fast-paced data center or facilities management environment

Experience handling vendors while leading data center build projects

Experience with data center infrastructure construction (low voltage, electrical, mechanical)

Basic understanding of supply chain management or manufacturing disciplines

Understanding of how to use automated build systems to deliver large batches of hardware.

Working knowledge of HPE/Dell server platforms and Juniper or Arista networking equipment

Working knowledge of networking concepts including but not limited to ipv4, routing and switching, VLANs and load balancing

DocuSign is seeking a Datacenter Engineer to support our best-in-class, carrier grade service infrastructure. This Datacenter Engineer will partner across teams from engineering, quality assurance, build, technical operations and more to troubleshoot and resolve infrastructure and network issues and ensure we are meeting our availability

SLAs in a 24/7 data center environment. This position is an individual contributor role reporting to the Manager, Global Operations. Responsibility Coordinate logistics, capacity planning, changes, monitoring, testing, and physical security of data center infrastructure Physical rack, cable, and handle assets within data centers from the loading dock to hand-off Manage resolution of hardware issues through spares replacement or working with the pertinent vendor Manage and coordinate shipping and receiving of packages and equipment for the data center Ensure data centers are maintained and documented to standard in order to meet our scrupulous compliance requirements Provide first line troubleshooting and information gathering Coordinate efforts among internal teams and the Docusign Operations Center (DOC), ensuring issues are resolved, and facilitate communication across teams Collaborate with engineering to drive improvements in processes and tools Provide high quality support following standard operating procedures Identify missing processes and proactively author SOPs Identify recurring issues and action appropriately for permanent resolution Rotate on call supporting Docusign data center incidents

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