

Position Profile

Head of Mission Critical Facilities Switzerland

Leading Global Financial Services Firm

Our Client

UBS draws a 150-year heritage to serve private, institutional and corporate clients worldwide, as well as retail clients in Switzerland. The business strategy is centred on the pre-eminent global wealth management businesses and the leading universal bank in Switzerland. Together with a client-focused Investment Bank and a strong, well-diversified Global Asset Management business, UBS will expand its premier wealth management franchise and drive further growth across the Group.

Headquartered in Zurich, Switzerland, UBS is present in all major financial centres worldwide and employs about 60,000 people around the world. It has almost 900 offices in more than 50 countries.

Mission Critical Facilities (MCF) is a collaborative team within Group Corporate Services (GCS) who manage power and cooling operations, infrastructure and technology in UBS's critical data centers and office facilities. For data centers, UBS defines Group Technology as Business Owner and GCS as Service Provider, so MCF is a highly collaborative global function.

Location Zurich

The Position (m/f)

The position (Executive Director rank) establishes and leads the overall operation of critical power and cooling infrastructure systems, engineering personnel, vendors and professional services. He/She has oversight of Mission Critical Facilities operations managers in the development, implementation and compliance of policies, maintenance procedures, operational stability of mechanical, electrical, plumbing, life/safety and energy management systems. He/She works with stakeholders and business leaders including the global Mission Critical Facilities Lead, regional Group Corporate Service Head, and senior IT Managers as part of the day-to-day business and he/she takes the lead for operational stability in the critical infrastructure estate within the Swiss region. The Head of Mission Critical Facilities drives relationship management with Integrated Facilities Management (IFM) service provider for Mission Critical Facilities-related programs. He/She collaborates with IT to drive the coordinating response, escalation and restoration of service after business-impacting clients. This role can be a stepping stone to a larger MCF role for Europe in the future.

The Ideal Candidate (m/f)

The ideal candidate's personality traits, background and experience should include the following:

Professional Qualifications

- Undergraduate degree with master's degree preferred
- Strong infrastructure experience in major global data centre environments, preferably with time spent in world-class financial services firms
- Detailed working knowledge of power and cooling infrastructure management, related project design and execution within a sophisticated 24x7 business continuity framework
- Understanding of best practices for owned data centres and those managed through global co-location agreements
- Strong collaborative skills with stakeholders including IT and lines of business, driving consensus and challenging constructively
- Demonstrated experience in information/engineering management or closely related experience
- Excellent analytical, verbal and presentation skills required for interaction with senior managers
- Ability to execute on a wide range of programs from start to finish, meeting critical deadlines
- Excellent people skills and the ability to build, retain and motivate high calibre teams
- Language: English and German language skills required

Personal Qualifications

- Flexible to travel internationally to other corporate facilities as needed
- Accustomed to working off-hours and weekends as needed
- Self-motivated with the highest levels of integrity
- Able to manage and drive multiple and complex projects at any given time
- Adept at maintaining strong strategic relationships with senior stakeholders
- Flexible and pragmatic

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