

Position Description

Position	Customer Solutions Lead	Reporting Manager	Customer Solutions Director
Location	Mumbai, India	Department	Design & Technology

Our Company

Zerra DC (Zerra) develops and operates hyperscale data centre campuses across Australia, Japan and India, delivering capacity at scale into markets driven by the growth of cloud and AI. Our flexible campus developments support hyperscale and neocloud organisations, enabling some of the world’s fastest-scaling technology businesses to grow with certainty and ambition.

At Zerra, we empower exceptional people to challenge convention, drive innovation and make a real impact in digital infrastructure. Our culture fuses entrepreneurial agility with global expertise, enabling our teams to deliver results that matter.

We believe that diverse perspectives, inclusive leadership and equitable opportunities are essential to building stronger teams and better outcomes. We are committed to fostering a workplace where everyone feels respected, supported and empowered to thrive.

Zerra is part of AGP, an independently owned investor and asset manager that develops and operates real assets across the energy, digital and real estate sectors.

Job Description

The Customer Solutions Lead is the lead technical point of contact for hyperscale and enterprise clients across Zerra’s India platform during pre-sales and early implementation. The role translates customer requirements into clear technical deliverables aligned to Zerra’s India capacity roadmap, supports commercial teams through pricing and RFP response, and partners closely with the Customer Solutions Director and India-based operations, design and delivery teams to ensure solutions comply with Indian codes and statutory approvals — supporting Zerra’s expansion across Mumbai, Chennai, Hyderabad and other emerging Indian data centre hubs.

Responsibilities

- Act as the lead technical point of contact for hyperscale and enterprise clients across India during pre-sales and early implementation phases.
- Gather and interpret customer requirements for India-based deployments, ensuring alignment with Zerra’s India capacity roadmap, internal capabilities, and commercial goals.
- Translate client expectations into clear technical deliverables for Indian sites, and partner with the Customer Solutions Director to validate feasibility against local power, land, and connectivity constraints.
- Support commercial teams by providing technical insight during pricing, contract structuring, and bid development, accounting for India-specific cost drivers, tax structures (GST/SEZ), and customer commercial norms.

- Lead the RFP response process for Indian opportunities — manage the cross-functional response team and package the final submission to customers, ensuring quality, consistency, and on-time delivery.
- Coordinate closely with India-based operations, design, and delivery teams to ensure solutions can be executed to client standards and comply with Indian codes (CEA, NBC, BIS) and statutory approvals (MoEFCC, state pollution control boards, local DISCOMs).
- Own the development of reusable technical collateral tailored to the India market (e.g. solution templates, design responses, bid support documents), reflecting local site, power, and regulatory conditions.
- Serve as a technical thought partner in strategic customer discussions and internal roadmap planning for Zerra's India portfolio, including expansion across Mumbai, Chennai, Hyderabad, and other emerging Indian DC hubs.

Experience, Skills and Competencies

- Bachelor's degree in engineering (electrical, mechanical, civil, or related discipline), or equivalent experience. An electrical engineering background is preferred but not essential.
- 7–10 years of experience in technical customer-facing roles (pre-sales, solutions engineering, design management, or similar), with meaningful exposure to data centre, mission-critical, or large-scale industrial projects.
- Direct experience supporting hyperscale or cloud customers in India and the wider APAC region.
- Strong technical grounding in data centre infrastructure — power, cooling, connectivity, and capacity planning — in an Indian context.
- Working knowledge of Indian codes and standards (CEA, NBC, BIS, fire & life safety) and familiarity with statutory approval processes (MoEFCC, state pollution control boards, DISCOM connection requirements, SEZ regulations).
- Proven ability to bridge commercial, technical, and operational teams; comfortable working across pre-sales, design, and delivery.
- Excellent communication and stakeholder-management skills, with confidence engaging senior client representatives and internal leadership.
- Commercial awareness of the Indian construction and data centre market — vendor landscape, typical cost drivers, and India-specific tax and contracting norms (GST, SEZ).
- Startup or high-growth company experience preferred. Willingness to travel across Indian project sites (Mumbai, Chennai, Hyderabad, NCR, Pune, and other emerging Indian DC hubs).