

Position Description

Position	Service Delivery Manager	Reporting Manager	Chief Data Centre Officer
Location	Melbourne	Department	IT

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

As the Service Delivery Manager, you will own the end-to-end customer relationship across the full asset lifecycle from contract execution through project delivery to steady-state operations.

Reporting to the Chief Data Centre Officer, you will collaborate with Customer Success, Design, Development and the wider Operations teams to:

- Support our customers through the entire lifecycle of their Zerra DC experience, ensure the customer relationship and requirements are front of mind for all touchpoints throughout the lifecycle.
- Oversee the live operational lease management activities across RFS claims, to reporting and lease ROFR's and renewals.
- Implement project management programs for post RFS uplift works

Key Responsibilities

- Act as the single point of accountability for assigned customers across the full lifecycle — contract execution, project delivery and operations.
- Drive coordination between design, development and operations teams to ensure RFS milestones, tenant fit-out deliverables and white space defect remediation meet lease requirements.
- Establish and maintain customer management processes, standards and playbooks to ensure consistency across the portfolio.
- Own lease summaries and trackers — renewals, ROFR obligations, key dates and commercial milestones — ensuring proactive management of upcoming events.

- Develop customer onboarding materials and training programs that deliver a structured transition into operational service.
- Monitor service level performance against contractual SLAs; identify trends and drive corrective action where targets are at risk.
- Manage resolution of ad hoc customer requests and operational issues, coordinating internal teams and vendors to meet agreed timelines.
- Lead regular service reviews with customers, delivering transparent performance reporting and a continuous improvement pipeline.
- Oversee vendor and contractor performance in support of customer deliverables, ensuring alignment with project timelines and quality standards.
- Identify and mitigate risks to customer satisfaction or lease compliance; escalate material issues to the Chief Data Centre Officer.

Experience, skills and competencies

- 5+ years' direct experience delivering hyperscale data centre infrastructure fit-outs, including RFS and tenant fit-out programs.
- Proven track record in customer management and relationship leadership across enterprise or hyperscale client accounts.
- Strong project management and governance capability — scheduling, budgeting, risk and issue management.
- Demonstrated ability to influence and align cross-functional stakeholders across design, construction and operations teams.
- Vendor and contractor management experience — scope definition, performance monitoring and commercial oversight.
- Strong problem-solving mindset with a proactive approach to identifying and mitigating delivery risks.
- Clear, confident communicator — able to engage effectively with design teams, contractors, operations and senior leadership.
- Working knowledge of data centre lease structures, SLA frameworks, ROFR provisions and renewal processes.
- Ability to build process documentation, onboarding frameworks and training programs from the ground up.
- Experience operating within or alongside electrical, telecommunications or construction disciplines in critical infrastructure environments.

Desirable qualifications / professional certification (if applicable)

- Degree or diploma in Electrical Engineering, Telecommunications or a related technical discipline.
- Project Management certification (e.g. PMP, PRINCE2, or equivalent).
- ITIL Foundation or higher certification. Data centre design or operations certification (e.g. CDCP, CDCS or equivalent).
- Familiarity with DCIM tools, BMS platforms or ITSM systems (e.g. ServiceNow).
- Tertiary qualification in Business, Engineering or related discipline.