

Starting Blocks to High-potential Data Center Careers

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QTS is Committed to its Communities

Making a positive impact in communities is integral to the QTS culture. Guided by its core values, QTS strives to be a trusted and impactful community partner. By fostering relationships, QTS recognizes communities' most critical needs, allowing the company to create programs that support their priorities and enrich citizens' lives.

Building a Pipeline of Talent within Operational Communities

QTS is focused on serving the communities it calls home. While every community has different requirements, skill development and job training are consistent priorities. To address these needs, QTS offers multiple internship programs designed to deliver the knowledge and competencies that can help candidates improve their job prospects and secure gainful employment in the rapidly growing data center industry.

These programs also help QTS bridge the widening technical workforce gap caused by retiring experienced workers, an insufficient influx of new technical talent and the unprecedented growth of the data center industry.

Internship Programs Create Job Opportunities for Diverse Workers

QTS internship programs help train the next generation of workers, introducing individuals in different stages of their lives, career journeys and circumstances to data center employment opportunities, while addressing the widespread workforce deficit.

"QTS internship programs are designed to help find and develop individuals that align with our culture and share our core values," said Todd Hayes, director of learning and development at QTS. "We want to introduce individuals with the right attitude and aptitude to our industry and help them cultivate the knowledge and skills to succeed in our industry."

QTS's variety of internship programs provide multiple paths to potential data center employment.

QTS Data Center Academy

Launched in 2023, the QTS Data Center Academy offers an opportunity for those with no experience and a minimum of a high school diploma to train for data center technical roles. Available across QTS's national portfolio of data centers, the internship begins with a four-week training course at the QTS Suwanee data center. Participants are flown to Atlanta, at QTS's expense, to receive a high-quality, data center-specific education in electrical and connectivity. At the conclusion of the intensive training, participants return to their local data centers as Critical Operations Associate (COA) interns, working with QTS team members to acquire the knowledge and skills they need to succeed and help drive innovation and progress in the rapidly evolving data center industry.

During the 18- to 24-month training process, participants meet specific development milestones and earn two raises. At the conclusion of the program, interns are elevated to the role of Critical Operation Technician (COT).

The Data Center Academy boasts a **96%** completion rate, graduating **36** COAs in its first two years and promoting **five** Data Center Academy graduates in the last year.

Year Up Program

QTS partners with the Year Up program, a nationwide, nonprofit workforce development organization that helps close the opportunity divide for aspiring young talent. During the year-long internship, QTS team members mentor underserved young people, providing one-on-one feedback and teaching them the technical and soft skills that help prepare them for successful careers and higher education. QTS Year Up interns can choose from job tracks such as project management, IT support, customer experience and more, allowing them to align their interests with potential employment paths. QTS has partnered with Year Up since 2010, hosting more than 50 interns, 60% of whom have transitioned to full-time roles at QTS.

SkillBridge Internship Program

QTS is committed to its veterans and those who have served our country. Since 2021, the data center operator has participated in the Department of Defense SkillBridge internship program, supporting service members as they transition to the corporate workforce. In partnership with SkillBridge, QTS offers a six-month internship to military veterans, law enforcement, first responders and other service members. Working alongside QTS professionals, service members gain hands-on experience, learn about data center core operations, and expand their business knowledge and skills in a real-time environment. Each intern also works with an executive mentor and participates in bi-monthly QTS SkillBridge community meetings where guest speakers cover various business topics, including operations, sales, finance, product and more.

Since 2021, 27 participants have transitioned to permanent, full-time employment with QTS.

College Summer Internship Programs

QTS began its Summer Internship Program in 2023, offering college students a chance to gain hands-on experience and

an understanding of the data center industry, including data center development and operations, customer expectations and contractor engagement. The 12-week program delivers learning opportunities through mentorship by their immediate management, contributions to departmental projects and Lunch-and-Learn sessions hosted, in part, by several C-Suite executives. Interns also have access to webinars on self-branding and an in-person Presentation Skills course to strengthen their professional skills, including presenting a wrap-up of their experience to leaders and peers. In the first two years of the program, QTS has offered full-time positions to 9 interns after graduation.

Data Center Operations Certificate Program

QTS led the development of the [Data Center Operations Certificate Program](#), offered through Maricopa Community Colleges (MCC). This accredited certificate program, forming an alliance of Phoenix-area data centers and data center-adjacent businesses and partnering with MCC. The combination of the competency-based courses and extracurricular learning opportunities—including the internship—offer a path to a high-paying, in-demand career as a data center technician.

Internships Make a Tangible Difference in the Lives of Community Members

Continued digitalization positions the data center industry to offer the next generation of high-paying jobs with tremendous potential for growth and advancement. Through its internship programs, QTS makes a powerful community impact, offering opportunities for people in all stages of personal and professional development to enter burgeoning career fields with a leading data center operator.

"Our internships are integral to our business and to our communities," said Hayes. "Not only are we building a pipeline of new talent to ensure we can keep pace with our projected

growth, but we are also exposing an untapped pool of workers to the data center industry and the development and career opportunities it offers."

QTS's commitment to its employees goes beyond the internship experience. In alignment with its "Powered by People" tagline, QTS is committed to its people, promoting from within and encouraging employees to follow their passions—whether into management roles or new career disciplines. QTS internship programs provide individuals with the opportunity to start their professional journeys with a purpose-driven organization that prioritizes its people and its communities.

The Data Center Academy was an incredible experience that provided me with a comprehensive understanding of the data center industry. The hands-on training I received from the Academy was invaluable, and it prepared me well for my current role. I had no previous data center experience or knowledge, but I was able to get hands on and classroom knowledge, which set the foundation for me being successful in my career right now. The Academy gave me the opportunity to network with other professionals in the Data centers industry, which has been beneficial for my career growth.

Alhaji D.
Data Center Academy Graduate Profile
Critical Operations Associate, QTS Suwanee

I was at a point in my life where I was searching for a new career but didn't know where to start or whether I should go to college. A friend recommended Year Up, a program that promised a career within a year, which sounded too good to be true. I applied, and it was the best decision of my life, offering personal and professional skills development with a supportive network of people who kept me motivated. My internship at QTS came with similar doubts; I feared it would be competitive and that I might not fit in. Yet from day one, my team and others in the company welcomed me warmly and provided continuous support. I quickly realized that QTS had an inclusive and encouraging environment. This experience underscored the critical role of a company's work environment in fostering collaboration, innovation and open communication. At QTS, employees are encouraged to pursue career goals without feeling stuck, with a culture that promotes inclusivity and teamwork. This commitment to a positive workplace allows individuals to grow and thrive, ultimately leading to lasting career success.

Morris B.
Year Up Student Profile
Learning Specialist, QTS Duluth

About QTS Data Centers

QTS is a global data center leader with unrivaled access to scalable infrastructure across North America and Europe. Powered by people and driven by purpose, QTS provides state-of-the-art data center solutions, robust connectivity and premium customer service to leading hyperscale technology companies, enterprises and government entities. QTS is a Blackstone portfolio company.

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