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| Job Specification | |
| JOB TITLE: | Specialist Platform and Compute Engineer |
| REPORTING TO: | Platform and Compute Team Lead |
| BUSINESS UNIT: | Operations |

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| **ROLE PURPOSE** |
| The Platform and Compute Support Team has responsibilities focused on the smooth running of our enterprise cloud, managed private clouds, managed services customer environments and internal cloud environments ensuring server, storage, network, and hypervisor availability is maintained at the highest level. This is achieved by performing routine maintenance, testing failover and backup, implementing best practices etc.  As a member of the Platform and Compute Support team, you will be responsible for working on incidents, problems, requests and change requests, always adhering to ITIL principles. You will also be required to support a 24/7 Shift Team out of hours as needed on standby rotation. You might be required to work on a staggered shift schedule to cover support for offshore customers in different time zones. You will work alongside Project, Transition, and Service Delivery management teams to assist in the smooth transition and acceptance of new customers and technologies into support.  As a Specialist in the team, you will be considered an escalation point and as such you will be expected to participate in high-impact, high-urgency incidents where prompt resolution and root cause analysis is required. You are expected to contribute to process improvements, create or update documentation such as low-level designs documents. You will participate or lead the work of small project teams. You are expected to provide informal guidance to less experienced engineers and be able to work with minimal guidance. Expectation will also be for you to upskill and empower the careers of less experienced engineers. |

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| **ACCOUNTABILITY** |

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| **Personnel Responsibility:** | No |
| **Direct Reports:** | 0 |
| **Indirect Reports:** | 0 |
| **Other Resources:** | As Needed |

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| **ROLE RESPONSIBILITIES:** |
| * Maintain service availability for customers by performing routine maintenance, failover testing, implementing best practices, pro-active monitoring of alerts and status changes etc. * Perform project related duties with regards to new and changing infrastructure deployments as required. * Regularly updating customers on progress of incidents, problems and changes by telephone and email. * Regularly updating Logicalis ticketing system Service Now / Autotask with quality notes detailing progress and actions completed on open incidents, problems, and change requests. * Completing customer Change Requests, including impact and risk analysis, implementing out of hours where required. * Provide technical consultancy to all other areas of the business to ensure the integrity, performance and support of new opportunities that involve Platform and Compute Support. * Provide prompt senior technical assistance on customer incidents when Tier 1 skills have exhausted a resolution attempts. * Find technical solutions to problems where necessary and practical, without compromising the commercial viability of current and future platform solutions. * To stay up to date and accredited within the current technologies. * Capturing repeat faults and undertaking root cause analysis. * Proactive identification of fault trends. * Where required perform the Lead Engineer role for some of Logicalis key customers on a support, service transition and project basis. * Work as part of the on-call rota and ensure resources are always available 24X7 and respond within SLA time frames to any calls from out of hours. * Attend the Change Advisory Board for customer change requests. * Attend meetings and working parties to represent Platform and Compute Support where necessary. * Attend customer meetings to provide technical consultancy, usually by VC but occasionally on site. * Attend customer sites for onsite project and support related activities. * Undertake technical audits for key customers where issues have been identified and as part of the Service Improvement Process. * Work closely with the solutions area of the business regarding developing new services and proposal. * Ensure all Customer documentation is kept up to date. * Providing input to customer facing Technical Incident Reports. * Help identify gaps in existing technical documentation, knowledge and skills. * Creating and maintaining of technical customer documentation. |

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| **PERSON REQUIREMENTS:** |

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| **QUALIFICATIONS** |
| Graduate or qualified by experience with ideal certifications such as:   * Microsoft Azure AZ-104 - Microsoft Azure Administrator Associate * Microsoft Certified: Azure Solutions Architect Expert (AZ-305) * VMware VCP – VCP-DCV 6.x, 7.x, 8.x * Huawei Storage HCIA, HCIP * Hitachi Storage * Dell EMC * Dell Server certifications an advantage * HPE Server certifications an advantage * NetApp NCTA, NCDA, NAHSE, NCSE, NCIE SAN an advantage * ITIL Foundation |

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| **EXPERIENCE** |
| * Essential (6 – 7 Years)   + VMware vSphere 6,x – 7.x   + Microsoft Hyper-V   + Enterprise storage such as Dell, HPE, IBM, EMC, Huawei, Hitachi   + Experience working on SAN Fabric Switches. (Brocade and Cisco)   + Server hardware support such as Dell, HP, IBM   + Azure IAAS   + Experience of administering/troubleshooting Windows Server   + O365/M365 deployment, migration and administration      * Desirable (Any)   + Azure AVD   + Synology Storage   + Experience of administering/troubleshooting Linux   + Exposure to managing PCI-DSS compliant environments   + VMware SRM, vSphere Replication   + Experience of deploying/administering/troubleshooting MS SharePoint   + Experience working on Cisco Nexus Switches   + Experience working on VMware NSX and vCloud Director   + Scripting knowledge. PowerShell, power Cli   + Knowledge on container technologies such as Kubernetes   + Cisco UCS   + Veeam Backup   + Commvault (Metallic in particular) |

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| **ADDITIONAL SKILLS/ATTRIBUTES:** |
| * A structured and organised approach to complex problem determination and solving. * Ability to work in a very busy and highly pressurised environment and deal with high impact, high profile incidents, problems, and changes. * The ability to communicate both verbally and electronically in a clear, professional manner. * The ability to work with minimum supervision and as part of a team, maintaining a high level of motivation and productivity. * Ability to work in a very busy and highly pressurised environment and deal with high impact, high profile incidents, problems, and changes. * A detailed and accurate approach to undertaking all duties. * Numerate and literate with an eye for detail. * A good listener, with the ability to communicate technical issues and resolutions to people of varying technical levels. * Client focussed and with customer care / services mind-set. * Professional & diligent team player but able to work independently and be self-motivated. * Enthusiastic, energetic, and confident. * Light motor vehicle driving licence (Code B) and own reliable transport. * Ability to obtain security clearance. |