

**Position: Associate Cloud Engineer**

**Location: Bengaluru**  <https://goo.gl/maps/1yS58UHsmEr>

#### About NxtGen

NxtGen is an emerging leader in data center and cloud-based services that help powering businesses to grow by cutting through complexity and saving on cost.

Our advanced solutions can be provided both from our own High Density Data Center (HDDC™) facilities or deployed at On-Premise Data Centers (OPDC™) that are managed centrally.

Our Enterprise Cloud Services™ (ECS) provide private and public clouds or hybrid cloud infrastructure hosted on OPDC™ or HDDC™. NxtGen's advanced infrastructure enable companies to simplify IT infrastructure, reduce running costs, and enable business growth by creating additional capacity from existing infrastructure. By providing the right public or private infrastructure, NxtGen helps companies meet dynamic business demands.

With the support and trust of Intel Capital, Axon Partners and International Finance Corporation (IFC), NxtGen continues to push the boundaries of the IT infrastructure domain with its unique and cost effective solution.

To know more about us log on to [www.nxtgen.com](http://www.nxtgen.com) , <https://www.youtube.com/watch?v=s6GNShHFRRg>

#### Mission

We are driven by efficiency and excellence in how we operate and how we help our customers operate. We believe that truly efficient technology is that which saves time, energy and cost. We want our customers to pay for what they use and configure the best solution to fit their need.

#### Vision

To be the market leaders in the Datacenter industry through clear differentiators in our operating style and company ethos, and to provide our customers real time solutions that they need.

#### Interview Process

- Written test [Communication Skills]
- Technical interview
- HR interview

## Primary job responsibilities

You will be responsible for being the “Primary Escalation Point” for NxtGen customers.

- In the 24x7 environment, the primary focus of this group is to resolve customer issues at the first level with minimal escalation.
- The responsibility of position is to register and classify received Incidents and to undertake an immediate effort to restore a failed IT service as quickly as possible.
- Performs root cause analysis for Incident handled.
- For every case, ensure timely and accurate client communications.

## Desired Skills & Primary Qualifications

### Technical:

- Server Administration – Windows/ Linux – Installation, Configuration and Troubleshooting
- Experience in installing, configuring, and maintaining additional OS services such as IIS, FTP server, Apache, MySQL, etc.
- Performs Windows / Linux security/ hardening best practices per standards.
- Experience / Awareness of virtualization technologies – VMWare/ Microsoft HyperV/ KVM
- Familiarity with Networking concepts – Firewalls, Load balancer etc.
- Familiarity Backup / Restores tools – Symantec / Commvault etc.
- Execute scheduled jobs.

### Desired:

- Troubleshoots complex issues.
- Provides complex analysis, diagnostics, and resolution to system faults in the Windows/ Linux server environment.

### Non-Technical / Process

- Excellent Communication skills is a must – Written and Verbal
- Having 4-6 years of customer service experience with Strong Verbal and Written communication skills
- Willingness to work in 24x7 rotational shifts.
- Handling customers during Major Incident along with team.

- Attention to details
- Energetic self-motivator
- Strong in both planning and execution
- Customer focus.
- Comprehending skills
- ITIL Foundation (Preferred) or Familiarity of ITIL v3 Process – Incident, Request fulfillment, Change and Problem.
- A Bachelor of Science Degree in Engineering or Computer Science, or equivalent experience is required.
- Relevant technical certifications from respective domain cutting across all technologies and products.

### Work Timings

- 24\*7 work environment.
- Week offs will be based on the shift roster.

**NxtGen is the fastest growing company in the Infrastructure space, join the winning team to be the market leaders.**

**NxtGen is proud to be an equal opportunity workplace and an affirmative action employer. We review applications for employment without regard to their race, color, religion, sex, national origin, disability, age, military status or veteran status, genetic information, or any other status protected by applicable law**