Associate – IT Infra hiring

Primary Responsibilities:
- The candidate applying for "==Technical Consultant – Associate==" will be deployed to maintain and monitor Hitachi Vantara's customer environments which host business critical applications, databases, servers, OS, Storage arrays, SAN & other network devices, Backup servers and associated IT Infrastructure components
- They will be responsible for the day-to-day support, maintenance, monitoring and reporting health, availability, performance and other KPIs for the various IT Infrastructure components for the assigned customer account(s) by following the established guidelines
- Check for alerts, create incidents for alerts, "log & pass" incidents assigned to ticketing queues for further troubleshooting and mitigation actions by support teams
- Open and manage 3rd-party support tickets with guidance from Level-3 support teams
- Coordinate work with 3rd party vendors and Hitachi Vantara support teams with guidance from Level-3 support teams
- Monitor incidents, service request ticket queues and escalate tickets to Level-2 & Level-3 support teams
- Provide daily, weekly and monthly reports to various support teams, stakeholders and requestors as needed
- Create and modify support documentation for daily ticket management, BAU/RUN activities, work-instruction documents and standard operating procedures with guidance from Level-3 support teams
- Follow the established policies, procedures and practices defined by Hitachi Vantara
- Identify and provide suggestions on continuous improvement initiatives within the assigned account(s).

Key Attributes:
- Business acumen
- Strong domain knowledge and experience
- Problem solving & Analytical skills
- Excellent communication skills
- Flexible, proactive approach
- Team player
- Aware of technology trends
- Keen interest in hobbies & sports
- Ability to continue learning
- Well-versed in current affairs
- Reading habit
- Smart candidates having all round awareness

Required Knowledge & Skill-sets:
- Fundamental knowledge of IT Infrastructure: Servers, Network, Database, Storage, SAN, NAS, Backup/Data Protection, Cloud, IT Security & ITIL
- Fundamental knowledge on technical troubleshooting and sound analytical skills
- Willingness to work in 24x7 shifts and open to relocate to any Hitachi Vantara office location within India or abroad as per business requirement
- Excellent communication skills
- Recommend going through basic training videos, Wikipedia pages relating to IT infrastructure (mentioned above) prior to the recruitment drive & interviews