		Indian Financial Technology & Allied Services	
		Job Description	
I	**Role Summary**	Mandatory	
	(a) Title:	**Senior Cloud Support Engineer**	
	(b) Business/Function:	VM Cloud	
	(c) Band / Designation:		
	(d) Location:	Hyderabad	
	(e) Reports to:	AVP - Cloud Services	
	(f) Team:	Cloud Infrastructure Services	
	(g) Summary:	The executives being recruited for providing support of the Cloud Infrastructure for clients and should be open for 24x7 Shift.	
	(h) Position Code:	L2	

II	**Additional Information**	Mandatory
	(a) Responsibilities:	▪ Serves as the primary owner for supporting infrastructure on Cloud (Virtual and Physical systems, storage, network, services, and security)
		▪ Ownes and ensures all the technical issues are understood, dependencies analysed, troubleshooting done, resolution arrived - tested and closed. (Where-ever needed RCA are created).
		▪ Takes ownership on creating scripts for proactive alerts creation or working out methods for issue avoidance.
		▪ Aligns with business objectives and provides Support to customer issues.
		▪ Produce quality documentation of use cases, business and technical solutions based on growing needs and aligning with evolving technological concepts.
		▪ Performs day to day Operational tasks as also monitor alerts from tools for all installed systems and takes appropriate action.
		▪ Takes ownership and to liaise with vendors and other IT personnel for problem resolution or escalations.
		▪ Maintain records/logs of events and maintenance activity.
		▪ Communicate with stakeholders to understand the issues and help provide appropriate resolution.

III	**Requirements**	Mandatory
	(a) Education:	BE / B Tech / BSc with Computer, with specific experience.
		Certification on Linux / Windows Servers, Cloud Technologies, ITIL
	(b) Experience:	▪ Min 6 years of experience in supporting Infrastructure Technologies as below
		▪ Cloud experience, preferably in VMWare based private cloud.
		▪ Deep experience with Linux and Windows Servers Administration, commands and troubleshooting knowledge.
		▪ **Good hands on experience on vRealize Automation (vRA 8.x) / Horizon 2106 (VDI)**
		▪ Experienced on SAN Storage Integration and virtualization and Backup Technologies (Avamar or Tivoli or equivalent)
		▪ Expert in creating High Availability infrastructure for Applications and DBs.
		▪ Experience with monitoring systems (e.g., Nagios, zenoss, solarwinds,vROPS).
		▪ Excellent diagnostic and problem solving skills.
	(c) Knowledge:	vRA
	(d)Mandatory Skills required:	vRA
	(e) Skills:	Troubleshooting Skills on and Certification (Good to have at least on two of the below):
		-vmware Tanzu, kubernetes,-vSphere 7.x
		- vSAN 7.x
		- NSX-T 8.x
		- Horizon
		-vROps
		-vRealize Automation
		- Linux / Unix
		- Windows OS and AD
		- Cloud and Virtualization
		- SAN Storage Support
		- Backup Technologies (Avamar or Tivoli or similar).
		- Replication