Indian Financial Technology & Allied Services		
Job Description		

I	Role Summary	Mandatory
	(a) Title:	Cloud Lead
	(b) Business/Function:	VM Cloud
	(c) Band / Designation:	
	(d) Location:	Hyderabad / Mumbai
	(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:	L3 or SME

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 8+ years of experience in supporting Infrastructure Technologies as below ⏹ Cloud experience, preferably in VMWare based cloud. ⏹ Deep experience with Linux and Windows Servers Administration, commands and troubleshooting knowledge. ⏹ **Good hands on experience on VMware NSX-T** ⏹ 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:	OS (Windows Server and Linux Server); Cloud Architecture and Support; Virtualization Technologies; Storage; Networking; Security and Customer Handling
	(d)Mandatory Skills required:	NSX-T, AVI Advance Load Balancer, vSphare
	(e) Skills:	Troubleshooting Skills on and Certification (Good to have at least on two of the below): - Linux / Unix - Windows OS and AD - Cloud and Virtualization - SAN Storage Support - Backup Technologies (Avamar or Tivoli or similar). - Replication - vCentre - vSAN - NSX-T/NSX (Mandatory +VMware Cloud -vROps -vRAutomation, Advance Load Balancer,VSphare.