JOB DESCRIPTION

Job Title: **VMware Support Engineer**

ROLE DESCRIPTION

We're looking for a VMware Technical Support Engineer with L2/L3 support experience/ability to join our growing support team based in North Tyneside. We deliver a range of remote support work around contractual break/fix incident support and technical managed services to customers around the world.

The candidate we're looking for will be focused on VMware as a core competency, so they need to be an enthusiastic advocate for all things VMware and excited about developing and growing in that area.

Q Associates offer competitive rates along with other benefits and training/development opportunities.

Criteria:

- Enthusiastic and motivated technology advocate

- Good product knowledge of outlined core technologies

- Experience working in Service Desk environments

- Good priority & ticket management

- Good soft and call handling skills

- Willingness to learn new technologies

- Able to work independently & as part of a team

- Confidence delivering reports and reviews to end customers

TRAINING/CERTIFICATIONS

The candidate must hold an active VCP certification in one or more areas and be willing and interested in undertaking further certifications, as directed by business needs. All certifications are supported and funded by the company.

KEY DUTIES AND RESPONSIBILITIES

- Diagnosing, troubleshooting, and resolving issues (software and hardware) for both break/fix contract support & Managed Services support

- Monitoring, reporting & administration of systems under Managed Service contracts

- Remote deployment and upgrades

- Performance and root cause analysis

- Helping to maintain vendor partner programme accreditations/certifications

ESSENTIAL SKILLS

- VMware
  - VCenter
  - ESX
  - VCF
  - SRM
  - vSAN
  - NSX
  - Horizon / Workspace One
- Good general working knowledge of datacentre technologies (compute, network and storage)

DESIRABLE SKILLSET

- VMware
  - Cloud Portfolio
  - vRealize
  - Carbon Black
  - SD-WAN
- NetApp
- Rubrik
- Cisco