

JOB DESCRIPTION

Job Title: **Support Services Engineer (NetApp)**

Reporting to: **Support Services Manager**

ROLE DESCRIPTION

We're looking for a Support Services Engineer with L2/L3 technical capability 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 managed services.

- | Good product knowledge of outlined core technologies
- | Good soft and call handling skills
- | Good priority management
- | Willingness to learn new technologies
- | Willingness to complete vendor certifications
- | Able to work independently & as part of a team
- | Confidence delivering reports and reviews to end customers

Offering competitive rates along with other benefits and training opportunities

KEY DUTIES AND RESPONSIBILITIES

Typical daily work activities and tasks will include, but not be limited to, the following:

- | Diagnosing, troubleshooting, and resolving issues (software and hardware) for both break/fix contract support & Managed Services support
- | Monitoring, reporting & admin of systems under Managed Service contracts
- | Remote deployment and upgrades
- | Performance and root cause analysis
- | Helping to maintain partner program accreditations

ESSENTIAL SKILLS

- | NetApp (Hardware & Software)
 - | ONTAP-based technologies (FAS, AFF, MetroCluster, etc.)
 - | E-Series
 - | StorageGRID
 - | OnCommand suite of products (System Manager, Unified Manager/ActiveIQ, Insight, etc.)
 - | SnapX products
 - | Backup and DR (Snapmirror, NDMP, VTL, etc.)
 - | Cloud products (CVO, Cloud Volumes, Spot, etc.)
- | Good general working knowledge of datacentre technologies (compute, network and storage)

DESIRABLE SKILLSET

- | VMware
 - | VCF & vSphere
 - | Vcenter
 - | ESXi
 - | SRM
 - | vSAN
 - | NSX
 - | vRealize
 - | Horizon
 - | Workspace One
- | Cisco
 - | UCS
 - | Networking (Catalyst, Nexus, etc.)

Send your CV to work@qassociates.co.uk and tell us how you can make a difference to the team.

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