



Job Description

Job Title:	Sr. IT Engineer
Job Type:	IT Support
Location:	Noida, India

About CloudSphere

CloudSphere's flagship Cloud Management Platform enables enterprises and cloud service providers to simplify and optimize cloud migration, management, and governance. Our multi-cloud solutions use a unique application centric approach to allow users to see beyond individual cloud resources and manage applications in the cloud.

We are offering candidates an opportunity to join our company, make an impact and be a part of our future success. As a growing company, CloudSphere is an exciting and vibrant place to work and supports employee's ability to develop their skills and careers in a flexible working environment. We offer a wide range of benefits and a competitive salary.

Key Responsibilities

- Performing remote or local troubleshooting through diagnostic techniques and pertinent questions.
- Determining the best solution based on the issue and details provided by staff
- Maintaining end user computer systems and act as support if any system goes down, including upgrades and configuration as needed.
- Responsible for PC's, Laptops, Printers, Wifi access points and related equipment (cabling, monitor, keyboard, mouse, docking stations, etc).
- Performing onboarding and offboarding of staff, providing or removing access from our different systems and services.
- Providing first line Hardware and Application Support to our staff for internal applications & services.
- Manage configuration and setup of internal environments on the CloudSphere network to support our internal business users and emulate and replicate real life customer configurations.
- Demonstrated ability to be flexible and take a proactive approach to manage change.
- Responsible for CloudSphere's asset management system (tracking hardware assets and their assignment across the organisation)

Requirements

- 8+ years of IT and System Administration.
- Customer Focused with excellent written and verbal communication and reporting skills.
- Eager to learn new skills and take ownership of projects.
- Demonstrated ability to work independently.
- In-depth knowledge of computer systems, PC repair, and network management

- Resourcefulness and quick-thinking nature to troubleshoot new and critical technical issues as they arise.
- Understanding and appreciation for information security within systems and user devices.
- Strong drive to provide excellent customer service and experience, with an awareness of prioritization of tasks, stakeholders, budget, and time.

Practical experience in the following required:

- Ability deploy, configure, and support multiple operating systems (Windows, Linux & MacOS)
- Experience of virtualization technologies (VMWare, MS Hyper-V) – creating and managing virtual machines.
- Experience of User creation, group assignment and license management in
 - Office365
 - On Premise Active Directory (Server 2008 – Server 2019)
 - Azure Active Directory (and connection between it and on-premises AD)
 - Atlassian product suite
 - Other systems and services used by CloudSphere

Experience with the following an advantage

- PowerShell
- Terraform
- Ansible/Chocolatey
- PFSense
- OpenVPN
- Familiarity with what a webhook is and how to use one.

To Apply:

Applications will be accepted until the position is filled. Please email your resume to careers@cloudsphere.com, include a cover letter, and use the position title in the subject line of your email. Only candidates considered for an interview will be contacted.

Thank you for your interest in this position, we look forward to hearing from you!