



Job Description



ADVANTAGE +
Opportunity

L1 Technician - DCMON



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1. Company Overview

Livewire Cloud is an enterprise cloud infrastructure and solution provider for channel, IT service providers and vertical specific end customers. At Livewire, we are the multi-cloud solutions experts. Our technical acumen with the world's leading technologies enables our channel partners to grow their cloud business, increase efficiency and deliver the next generation cloud solutions and services to their customers.

We solve more than workload problems; our multi-cloud solutions expertise means you're empowered to work faster, smarter and ahead of what's next. With an executive management team that holds more than 15 years of experience in building and architecting some of the large and technological advanced cloud eco systems, Livewire's mission is to embrace technology, empower customers and deliver value and future tech to our channel partners and customers.

CAREER OPPORTUNITY #: 01/QTR1/2023

POSITION TITLE: L1 Technician – Datacenter Monitoring

OF POSITIONS: 3

DEPARTMENT: Cloud Support

JOB TYPE: In-house

CLIENTELE: North America

2. Position Overview

We are looking for a skilled L1 technician for data center and cloud infrastructure monitoring. In this role, your duties will include day-to-day infra monitoring using a designated set of tools and monitoring platforms. Installing and upgrading system components, as well as providing network support. You will also be required to perform maintenance and repairs on servers and network equipment. You will be working with the technical team of our US-based MSPs and providing them with the necessary support to maintain the optimal health of their production environment.

The job of a DCMON technician entails overseeing environments of a data center where they supervise systems and also identify, log, and report issues to their seniors. They write instructions for the data centers and are responsible for the maintenance of configurations of all systems within them. They perform precautionary system maintenance to ensure that the center's systems and network are functioning well.

As a DCMON technician you will coordinate with other support personnel to guarantee that uptime is maximized so that the data center can provide quality services. This job involves carrying out procedures needed to maintain data, transactions, and reports from systems, supporting administrators and end users, maintaining work registers, and documentation of processes, performing user administration tasks, such as adding, modifying, and removing disk space management, performing backups and file restores, and monitoring activity and access of the data center and its operations section to ensure that there is compliance of security policies.

3. Job Responsibilities

- Monitoring and performing ongoing maintenance on servers and network equipment.
- Providing IT support to staff and customers, as well as responding to server and network issues.
- Protecting customer data by following defined access protocols and guidelines.
- Running hardware diagnostics and scheduling onsite engineers to replace failing parts in a timely manner.
- Monitoring all network processes to ensure the smooth flow of data across the network.
- Collaborating with VMware and network engineering teams for day-to-day support issues.
- Documenting processes and keeping event logs.
- Keeping track of developing trends in data center technologies.

4. Requirements

VMware Infrastructure:

- Certified VMware Professionals (VCP) on 6.x and above – Cloud / Datacenter Virtualization
- Working Knowledge on vSphere Enterprise / Enterprise Plus, vCenter, vRealize Operations.
- Good understanding of VMware Networking concepts, General Networking Concepts.
- Hands-on experience with VMware ESXi 6.x (above) Administration like vMotion, Storage vMotion, resource management framework like creation resource pools and monitoring of ESX systems for performance Troubleshooting.
- Working knowledge on Consolidated Backup of VMs through VEEAM, DRS and HA, vMotion and Storage vMotion.
- Experience in Installing and managing Windows Server 2012/2008/2003/ Administration.
- Working knowledge of the following area: Windows Server 2012/2008/2003, VMware Technologies, TCP/IP, Business Awareness, DNS network connectivity troubleshooting skills, basic SQL server maintenance skills.

Customer Management:

- Experience in collaborating with project teams, and interfacing with clients.
- Must have excellent communication and interpersonal skills to interact with a wide variety of internal and external personnel with emphasis on follow-through and reporting.
- Must have excellent organization and technical documentation skills.
- Ability to work under pressure and manage multiple partner accounts.

5. Work Hours

6 days a week – 24x7 Operations (Rotational Shifts)

6. Location

Mumbai, India (Work from Home)

7. Organizational Alignment

Reports to the Technical Leaders and VMware Admins

8. Qualifications and Criteria

Bachelor degree in relevant field and (OR) equivalent work experience required. Fresher with exceptional academic performance will be considered.

9. Environmental Job Requirements and Working Conditions

- Candidate required to work from home and in 24x7 Operations. There will be rotational shifts.
- Candidate required to possess a laptop / computer with decent internet connection at home.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time.