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| Title | ****Desktop Virtualization Engineer (AVD, Azure Stack HCI, Citrix)**** |
| Position reports to: | Technical Support Manager |
| DCS Team: | UK Infrastructure Digital Services |
| Department: | Digital Services |
| Employment status: | Full-Time |

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| Role Description |
| We are SCC – Specialist Computer Centres – Europe’s leading provider of IT services and solutions. Demand for our Data Centre services continues to grow both from existing and new customers creating a real career opportunity for a talented individual to join as a Citrix & Virtualisation Technical Specialist.Key Responsibilities* This is a "hands-on" technical expertise position that requires knowledge in **Citrix , AVD, Azure Stack HCI & other Virtualized Desktop** Technologies
* Supporting the **Virtualized Desktop** engineering team in the advanced troubleshooting of customer’s environments
* Providing Technical guidance
* Managing incidents and problems appropriately within agreed service levels
* Perform Technical root cause analysis on reoccurring incidents
* Assist engagement with projects to ensure designs of technical solutions are in line with the requirements of the customer
* Ensure technical documentation is completed and updated to professional standards.
* Identify technical problems and potential Service Improvements across DCS customers Citrix environments.
* Log calls with third party vendors and manage when necessary.
* Ensure correct configuration of all Citrix components and supported technologies, including, but not limited, to, VMware, Hyper V, Citrix all versions, **AVD, Azure Stack HCI**
* Contribute to delivering technical excellence across the Cloud and Digital Workplace Uk Infrastructure team
* Identify, Contribute, and work towards the technical and service goals defined by DCS management
* Required to participate in an on-call technical escalation process outside of UK Business
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| Attributes of Successful Candidate |
| * Excellent hands-on technical Expertise
* Determined, can-do attitude
* Ability to work on own as well as part of a team
* Attention to detail
* An excellent work ethic
* ITIL awareness
* Excellent organisation skills
* Professional and presentable always
* Ability to handle difficult and demanding customer environments
* Previous support experience with architecture in an enterprise class environment
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| Skills Knowledge & Experience |
| The ideal candidate will be self-motivated with a track record of working with a datacentre technology stack and an appreciation of technical support operations. Experience of working in a fast paced, dynamic environment with a can-do attitude and able to handle work with multiple customers and projects. Candidate should have experience of working in a large multi-client solution provider with a rapidly expanding customer base. * Proven hands on experience supporting technical environments
* An excellent understanding and practical knowledge within several of the following citrix technologies:
	+ Cloud Technologies and Environments.
	+ Microsoft server products (Windows 2003 to 2022).
	+ VMware
	+ Hyper-V
	+ DAAS / VMware Horizon
	+ **AVD**
	+ **Azure Stack HCI**
	+ Nerdio
	+ Advanced technical knowledge of Citrix technologies including.
		- Supporting LTSR versions 1912
		- XenApp
		- XenDesktop, Citrix Virtual Apps and Desktops
		- Netscaler,
		- App-V,
		- AppSense, Ivanti User Workspace Management
		- CAG,
		- CSG,
		- EdgeSight Director
		- Citrix Delivery Controller,
		- Citrix Studio,
		- Citrix License Server
		- PVS/MCS,
		- Citrix Cloud
		- Citrix Workspace Environment Management
		- Citrix Profile Management
* Ability to troubleshoot complex, technical, multi-site and multi-disciplinary problems and incidents.
* Ability to work under pressure and to tight deadlines
* Excellent and demonstrable communication skills, both written and oral with strong presentation skills
* Ability to use the Service Desk tool to manage incident/change/problem tickets
* Ability to manage conflict/challenges within a working environment

Desirable: * ITIL Certified or experience using the ITIL processes.
* Experience of working in a multi-client solutions provider.
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