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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. |