**IT Systems Engineer. VMware and Windows Server Operations**

|  |  |
| --- | --- |
| **Landscape Activity** | **Activity Description** |
| **General Services** |  |
| 1st and 2nd Line Incident Management | Review and respond to User and Monitoring tool mails |
| 1st and 2nd Line Incident Management | Review and respond to device status reports |
| 1st and 2nd Line Incident Management | Review and respond to service now ticket |
| 1st and 2nd Line Incident Management | Review and respond to MS Teams calls |
| 1st and 2nd Line Incident Management | Review and respond to ACD calls |
| Request Management | Review and respond to User requests |
| Change and Problem Management | Plan and execute changes |
| OS Backup Management | Ensure monthly OS backups |
| Asset Inventory, Support Documentation and Spares Management | Maintain and update device support and spare records |
| Hardware Infrastructure management/support | Provide hardware support for window servers and blades |
| **Specific User Services** |  |
| Standalone server Landscape infrastructure support | Provide system administration support to all application and user services hosted on this platform |
| Cisco UCS and **VMware vSphere** Landscape infrastructure support | Provide system administration support to all application and user services hosted on this platform |
| **TOE Compliance** |  |
| Infrastructure / Platform | Ensure TOE compliance for infrastructure firmware and **Hardware** |
| Windows | Ensure OS TOE compliance for Windows servers and OS |
| **Support to other teams** |  |
| Project Activities | Provide support to project delivery |
| IT Clinic | Customer Engagement Sessions |
| Support to other suppoort teams (storage, linux, database) | Adhoc support team requests |
| Control ACD and Documentation Reviews | Process Documents |
| Compliance Remediations | Remediation of all events of interest on controls for SOx and Non-SOx assets |
| Vulnerability Remediations | Remediation of all events of interest on controls for D&M SOx and Non-SOx assets (5 controls) |

|  |  |
| --- | --- |
| Job Description Element | Job Description |
| Proposition | **IT Systems Engineer. VMware and Windows Server Operations**  If you enjoy working in a dynamic and rapidly expanding environment with proven knowledge in the administration of Enterprise IT Infrastructure and are eager to be part of a globally recognized team of IT professionals, then this role is for you. |
| Where You Fit In? | **Where You Fit In**  IT Systems Engineers are vital to how Shell deliver high-quality and cost-effective service. They participate and help coordinate the work activities of Hosting and Storage team which encompasses provisioning and supporting the Enterprise virtualized infrastructure and physical servers in the datacenters, edge locations, and in the cloud. You will ensure end-to-end operations of the landscapes and the delivery of the day-to-day E2E application services according to the agreed Service Levels and/or Operate Level Agreements. |
| What is the Role? | **What is the Role?**  The Hosting & Storage Operations team comprises 5 subunits serving users in the areas of Hosting, Storage, Datacenter and Corporate Reprographics. Infrastructure managed within the team include over 500 virtual servers (Wintel, Unix, and Linux), running on platforms involving various OEMs including IBM, HP, Hitachi, Dell, NetApp, Microsoft, Red Hat, VMWare, and Oracle.  The candidate will demonstrate advanced knowledge in below listed responsibilities:   * The candidate should possess knowledge of Networking Fundamentals, OSI Model, TCP/IP concepts. * Experience in administering Active Directory, Group Policies, Domain Controllers, File Servers, and Web applications. * Experience with Windows administration (Windows 2016 -2022). Deployment, patching and upgrades etc * Install compute infrastructure which encompasses hardware (Cisco UCS blades, Microsoft Hyper-V servers and HP ProLiant DL Servers). * Administration and configuration of Cisco UCS servers using UCS manager. * Experience with VMware Vcenter ESXi host administration, VMware Cloud Foundation, Hybrid Cloud Migration tools. * Hands on experience managing day to day administration of VMware ESXI (7.0 - 8.0) and vCenter Server (8.0) * Troubleshooting and resolving issues with respect to Virtual Machine/physical servers’ availability, performance, scalability, and security. * Hands on with PowerShell scripting * Any prior experience with Azure services (IaaS) is preferred. * Virtual machine deployment skills from Templates and OVA/OVF, P2V and V2V conversion skills. * Exposure to ITIL processes such as incident, problem and change management. * Competency in writing and maintaining custom scripts to increase system efficiency and lower downtime due to required human intervention. * Must be able to work well in a collaborative team environment, but also independently. * Strong detail orientation supported by ability to take a structured approach to achieve long-term objectives and build sustainable routines. * Demonstrates the ability to lead efforts of analysis and resolution of problems or issues; identifies when and how to escalate problems to the appropriate level |
| What We Need from You | **What We Need from You?**   * BS/MS degree in Computer Science, Information Technology, Engineering, or a similar field. * Advanced IT Systems technical knowledge and skills related to: Virtualization and server management (Hardware and Software). * Experience supporting applications such as: Active Directory, Windows Server, Domain Controllers, MS Certificate Services, VMWare ESXi and vCenter. * Experience maintaining, securing, patching, and deploying operating systems including but not limited to Windows Server 2016-2022, VMware ESX v7 * Familiarity with protocols and concepts such as: FTP, TCP/IP, ISCSI, SMB, DNS, NTP, SMTP, LDAP, VLANs, load balancing, high availability. * Significant Cloud experience, preferably in Microsoft Azure. * Proven ability to monitor systems successfully and efficiently. * Experience in scripting and automation (preferably PowerShell, PowerCLI, Python) * Strong communication skills, both oral and written. * The ability to document and understand complex IT architecture. * Exposure to ITIL processes such as incident, problem and change management. * Excellent customer service skills and the ability to work successfully with a variety of personalities and various management levels. * **Certificates and Licenses:** Microsoft, Cisco, and VMware certifications are highly preferred. |