**Senior Storage Engineer**

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| **General Services** | **Activity Description** |
| 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 data backups |
| Asset Inventory, Support Documentation and Spares Management | Maintain and update device support and spare records |
| Hardware Infrastructure management/support | Provide hardware support for Netapp and Oracle Tape Library |
| **Specific User Services** |  |
| PARS Restore  | Project Archival Retrieval System Restores  |
| Storage Provisioning | Deploying new storage requirements to users |
| Tape Restore Request | Restore of data from Monthly Tape Backup |
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| **Backend Services** |  |
| Daily Backup Exception Report Management | Monitor Daily Backup Report Status and resolve exceptions (Backup Failures if any) |
| Daily Filer Status Monitoring | Health check status of Storage Infrastructure |
| Monthly Tape Backup Progress Reporting | Progress tracking report of Monthly Tape Backup Activity |
| Failed Disk Replacement | Resolution of Storage Failed Disks as applicable |
| SharePoint Daily Backup Management | Monitor & Resolve SharePoint Separate Full Farm and Database Daily Backup |
| Internal Audit of Monthly Tape Backup Process | Completion Verification of Monthly Tape Backup Activity |
| Normalization of Storage Infrastructure Aggregates | Ensure Storage Aggregates are within acceptable thresholds |
| Normalization of Storage Infrastructure Volumes | Ensure Storage Volumes are within acceptable thresholds |
| Storage Vulnerabilities Remediation | Close out any identified storage infrastructure vulnerability |
| Housekeeping of Storage Restored Volumes | Cleanup of restored volumes after confirmation from Requestor |
| SAP ERP System Refresh | Backend refresh of SAP Data during ERP System Refresh Activity |
| Daily uploading of SOx Evidence  | Daily Storage SOx Evidence uploading into SharePoint |
| **TOE Compliance** |  |
| Infrastructure / Platform | Ensure TOE compliance for infrastructure firmware |
| **Support to other teams** |  |
| Project Activities | Provide support to project delivery |
| IT Clinic | Customer Engagement Sessions |
| Support to other support teams ( 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) |
| Audit Response | Respond to Audit queries from LOD2 and External auditors |