

Position	SME - Technology: Network and Server
Job Description	<p>Technology: Network and Server - Contact center</p> <p>The person will need to provide support and implementation of practices covering:</p> <ul style="list-style-type: none"> • To Support Server, network and hardware implementation • Manage optimum availability and utilization of the servers, Network and Hardware
Role & Responsibilities	<p><u>Roles and Responsibilities</u></p> <ul style="list-style-type: none"> • Monitor and assist in technical support activities on network and server management to ensure device uptime • Monitor upkeep of the Hardware • Provide support for maintenance of network devices such as file servers, VPN-Gateways, intrusion detection systems, routers • Maintain integrity of the network, server deployment, and security. • Having experience in alert monitoring tool, such as Nagios, spice work etc. • Maintains the Avaya gateway, configurations etc. • Managing VM's through Vcenter. • Managing toll-free, PRI, internet, MPLS links. • Monitor and assist setup and configurations for desktops, servers, network device OS/IOS/AV etc. patch updates, and various monitoring tools.
Job specific skills	<p>Applicants should possess the following attributes:</p> <p><u>Work Experience</u></p> <ul style="list-style-type: none"> • 3-4 years' experience in working in IT hardware & network Support • Experience in working in Banking domain would be preferred • Experience in ITIL/Information security/Vmware/Linux/Windows/Network <p><u>Technical Skills</u></p> <ul style="list-style-type: none"> • Systems Administration/System Engineer certification in Linux/MCSA/CCNA would be preferred. • Understanding of Industry Contact Centre Technology would be an advantage • Having experience in alert monitoring tool, such as Nagios, spice work etc. <p><u>Behavioral Skills</u></p> <ul style="list-style-type: none"> • Excellent verbal, written Communication skills • Eye For Detail - Ability to identify potential failure modes • Analytical and Problem-solving ability • Good interpersonal skills
Educational Qualification	<p>Graduation from a recognized educational institution in India / Overseas</p> <p>Professional qualifications in the areas of ITIL, MCSA, Vmware & Linux certification</p>
Minimum Experience	<p>Minimum of 4 Years of experience, of which at least 2 years of network, Server, hardware and System Admin related experience</p>