



Customer Success Engineer - Virtualization

Job description

CloudSimple is building next generation cloud infrastructure that delivers Private Cloud-as-a-Service with a specific focus on enterprises application workloads. We are looking for a seasoned systems operation and Virtualization expert to lead initiatives focused on systems infrastructure support within a high volume, fast scaling environment.

Key responsibilities of this role include:

- Provide hands-on support for VMware virtualization technologies, including its upgrade and optimization. Participate in deployment and management vSphere, vCenter, vRA, and NSX software-defined data center technologies. Build VM clusters to including deployment of ESXi hosts and virtual machines.
- Responsible for Level ½ support in a large-scale virtualized data center.
- Hands-on troubleshooting of infrastructure, and architectural challenges using your existing knowledge and toolkits.
- Drive reliability and supportability aspects of Cloud service by creating knowledgebase, Runbooks and, working with DevOps/SRE, coordinate change management policies, deploy ticket/incident management system, service request queue triaging, auto-remediation and cloud automation development.
- Utilize your advanced system architecture & administration skills for collaboration with engineering and product management, test and automation teams to architect and develop strategic and tactical solutions.
- Develop requirements for customer onboarding processes, target environment sizing and migration automations.

Candidate Background

- 7+ years of experience of increasing responsibility in a data center support roles, including team and process management responsibilities. Experience with Software-defined, Cloud data centers



is a must. It is critical that the candidate has prior experience of managing a large-scale virtualized data center infrastructure for an enterprise or a service provider.

- Prior successful experience of working in an innovative, fast-paced startup with a high rate of flux. The candidate must demonstrate strong entrepreneurial spirit and vigor.
- Demonstrated proficiency in creating detailed technical design documents, facilitate design reviews, and execution of design implementation projects.
- Ability to communicate with Network and Database Architects.
- BS/MS degree in Computer Science or equivalent experience.
- Must be an excellent verbal and written communicator.
- Deep technical roots in data center virtualization technologies:
 - Large-scale Linux production environments, preferably as part of a Cloud service provider environment.
 - Virtualization technologies, in particular VMware product suite (vCenter, ESXi, NSX) is required. Experience with vRealize Automation and vRealize Operations is a strong plus.
 - Experience in Networking concepts is required – Layer 2/3, Load Balancers, VPN, Network Virtualization, BGP, OSPF.
 - Reasonable technical understanding of configuration and maintenance of different NAS/SAN and networking systems in a virtualized environment. Understanding of Software Defined Data Center (SDS, SDN) is a strong plus.
 - Deep understanding of ITIL processes and systems, such ITSM (ServiceNow) is a strong plus.
 - VMware certifications (VCP, VCAP, VCIX, VCDX) is a strong plus