SMARTEDGE

Associate Cloud Support Engineer (VMware vSphere)

About Us

Smartedge Technologies Private Limited is a leading provider of managed IT services, helping businesses leverage the power of cloud computing. We're a passionate team dedicated to delivering exceptional service and ensuring the smooth operation of our clients' cloud environments, particularly those built on VMware vSphere.

The Role

We are seeking an enthusiastic and motivated Associate Cloud Support Engineer to join our growing team. In this role, you will play a vital role in supporting our clients' VMware vSphere cloud infrastructure, providing first-line technical support and troubleshooting assistance.

Responsibilities:

- Provide technical support to internal teams and clients for VMware vSphere environments, including ESXi hosts, vCenter Server, and virtual machines.
- Troubleshoot and resolve common vSphere issues related to provisioning, configuration, performance, and security.
- Assist with client onboarding, migration, and ongoing maintenance of vSphere environments.
- Monitor cloud infrastructure health, identify potential issues, and escalate complex problems to senior engineers.
- Document technical procedures and maintain clear communication with clients regarding support tickets.
- Stay current on the latest VMware vSphere technologies, updates, and best practices.
- Collaborate effectively with other IT professionals, including network engineers and security specialists, to ensure a holistic approach to client solutions.

Qualifications:

- 2-3 years of experience in a technical support role with a focus on cloud infrastructure or virtualization technologies.
- Strong understanding of VMware vSphere fundamentals, including ESXi, vCenter Server, virtual machines, storage, networking, and security.
- Experience with troubleshooting common vSphere issues is preferred.
- Familiarity with cloud computing concepts and managed service delivery models is a plus.
- Excellent problem-solving and analytical skills with the ability to learn new technologies quickly.

- Strong communication and interpersonal skills, with the ability to explain technical concepts clearly to both technical and non-technical audiences.
- Ability to work independently and as part of a team, following established procedures and escalating issues appropriately.
- A passion for technology and a desire to learn and grow within the cloud computing field.
- VMware certifications (VMware Certified Professional - VCP) are a plus.

Benefits:

We offer a competitive salary and benefits package, including health insurance, dental insurance, vision insurance, paid time off, and opportunities for professional development. You will be joining a dynamic team in a fast-paced environment, where you can gain valuable experience in cloud support and contribute to our clients' success.

To Apply

If you are a highly motivated individual with a passion for cloud technology and a strong foundation in VMware vSphere, we encourage you to apply! Please submit your resume and cover letter for a chance to join our team.