Cloud Support Specialist (VMware vSphere)

About Us

Smartedge Technologies Private Limited is a leading provider of managed IT services, specializing in helping businesses leverage the power of VMware vSphere for their cloud infrastructure. We're a passionate team dedicated to delivering exceptional service and ensuring the smooth operation of our clients' virtualized environments.

The Role

We are seeking a highly experienced Cloud Support Specialist to join our growing team. In this role, you will play a critical role in supporting our clients' VMware vSphere cloud infrastructure, providing in-depth technical expertise, troubleshooting complex issues, and driving continuous improvement.

Responsibilities:

- Provide comprehensive technical support to internal teams and clients for their VMware vSphere cloud infrastructure, including ESXi hosts, vCenter Server, virtual machines, storage, networking, and security.
- Troubleshoot and resolve a wide range of vSphere issues related to provisioning, configuration, performance optimization, security vulnerabilities, and disaster recovery.
- Assist with client onboarding, migration, and ongoing maintenance of vSphere environments.
- Proactively monitor cloud infrastructure health, identify potential issues, and implement preventative measures.
- Document technical procedures, knowledge base articles, and best practices for internal and client use.
- Stay current on the latest features, updates, and best practices for VMware vSphere and related technologies.
- Collaborate effectively with other IT professionals, including network engineers, storage engineers, and security specialists, to ensure a holistic approach to client solutions.
- Identify and escalate critical issues to senior engineers or VMware support for resolution.
- Track and report on key performance indicators (KPIs) related to cloud support services for vSphere environments.
- Participate in knowledge sharing by mentoring junior staff and contributing to internal training sessions (optional).

Qualifications:

- 8-11 years of experience in a technical support or system administration role with a strong focus on VMware vSphere cloud infrastructure.
- In-depth knowledge of VMware vSphere architecture, including ESXi, vCenter Server, virtual machines, storage, networking, and security features.
- Proven experience in troubleshooting and resolving a broad spectrum of vSphere issues.
- Experience in automating tasks using scripting languages (PowerShell, Python) is a plus.
- Familiarity with Infrastructure as Code (IaC) tools like Terraform or Ansible is a plus.
- Experience with cloud management platforms integrating with vSphere (vRealize Cloud, vRealize Operations) 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 strong desire to stay up-to-date with the latest advancements in vSphere and cloud technologies.
- VMware vSphere certifications (VMware Certified Professional - VCP, VCAP-DCD, etc.) are a strong 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 your expertise will be valued and your contributions will make a real difference in ensuring our clients' success in the cloud.

To Apply

If you are a highly skilled and experienced cloud support specialist with a passion for VMware vSphere technology, we encourage you to apply! Please submit your resume and cover letter for a chance to join our team.