



Focus Integrated Services Group

Position: Virtualization and Storage Engineer – Professional Services Division

Job Description

The Professional Services Division provides IT services to Focus customers in two delivery models: Projects and Plumbing. Accordingly, Focus engineers need to apply two distinct skill sets in their delivery of services.

For Projects, our delivery engineers are involved in the entire project cycle, from presales consulting and scoping to statement of work development to delivery, documentation and closing. The breadth of skill sets required to excel in all project phases is deep and not all technical specialists can integrate them. Focus delivers and charges for professional services and we seek full project skills and unique capabilities in our delivering engineers.

For Plumbing, we dispatch available engineering resources to trouble shoot and fix immediate customer network problems. Unlike projects, which involve and require planning, IT plumbing calls can result in entering an unknown IT environment, requiring immediate “on your feet” diagnostic and analytical skill under time pressure and customer duress.

The short job description of this position: High quality, profitable service delivery resulting in customer loyalty for Focus and a rewarding career experience for you. This is a mid-entry position and will enjoy the support and mentoring of our senior engineers to develop knowledge and experience.

Main Activities

- Assess, Design, Build and Support virtual infrastructures (VI) including server and storage platforms
- Conduct research and provide all levels of support for issues pertaining to client’s virtual infrastructure
- Plan & Design VI upgrades and additions
- Required to participate in after-hours weekly pager rotation (6-8 times a year)
- Develop, implement and maintain client documentation as it relates to VI
- Interact with Vendor(s) for problem resolution

Requirements

- Qualifications include an associates degree or equivalent experience in Information Systems/Technology
- At least 2 years experience with VMware or a competitive virtualization software solution
- Must be detailed oriented and willing to work as part of a team
- Must be customer service oriented to provide the highest level of customer satisfaction
- Strong troubleshooting, research and communications skills are required
- Ability to multitask on multiple clients needs is required
- Experience with Backup Solutions & Server hardware preferred

The following certifications and/or experience are considered a plus in our selection process:

- VMware: VSP; VTSP; VCP
- Microsoft: MCSA; MCSE; MCITP
- EMC: EMCIE; EMCTA; BURA
- Storage platforms other than EMC
- UNIX/Linux