



Cloud Services / Application Delivery Engineer

The Cloud Services / Application Delivery Engineer will be responsible for successful implementation of data center cloud technologies, managing multiple datacenters, and assisting with cloud-related projects and applications at a highly advanced level. This position will work closely with Project Management, Networking, Cloud, and Service teams on analysis, specification, implementation and support for these technologies.

Principle Accountabilities:

- Multi-task with limited supervision.
- Progress projects and implementations with little or no supervision.
- Create and maintain documentation for support solutions and processes.
- Troubleshoot and resolve escalated trouble tickets related to technical difficulties with hardware, software, and the network.
- Identify root cause of escalated issue and formulate plan of action to resolve client issue(s).
- Adept at working with changing technology and implementing new products and services quickly for fast go-to-market of new cloud offerings.
- Identify risks that may impact quality, schedule, or costs and assist in monetizing new cloud offerings.
- Be highly available after hours for any type of cloud-related outage or emergency.
- Act as a SME or application owner for specific cloud-hosted applications and infrastructure elements.
- Ensuring they are complying with, and adhering to all Information Security Policies as well as privacy policies. They must also ensure they are protecting and keeping secure all client information considered or believed to be private or sensitive.
- Ensuring all security and operational controls are followed and enforced to ensure client data remains secure, available, and private, where applicable.

Experience/Skills:

- Minimum of 4-7 years of overall information technology experience.
- Minimum of 5+ years in systems administration and implementation.
- Highly advanced knowledge of Windows Server OS.
- Highly advanced knowledge of Active Directory, DNS, DHCP, DFS, File, Print, WSUS.
- Highly advanced knowledge of Exchange Server On-Prem and Online.



- Highly advanced knowledge of VMware ESXi and Hyper-V.
- Highly advanced knowledge of VMware View (Horizon) and/or DaaS (Desktop as a Service).
- Highly advanced knowledge of SANs (Storage Area Networks); Pure and/or Nimble preferred.
- Highly advanced knowledge physical and virtual backup technologies; Veeam or Cohesity preferred.
- Highly advanced knowledge of storage and production networking.
- Highly advanced knowledge of advanced firewalling and application platforms; Palo Alto, F5, NetScaler, Fortinet preferred.

- Strong written, organizational, and communication skills with the ability to work well and communicate with peers and clients.
- Strong time management skills and multitasking abilities.
- Excels in a team-oriented work environment.
- Must possess excellent technical aptitude and a desire to learn constantly.
- Familiar with standard concepts, practices, and procedures.
- Previous consulting experience required in datacenter management.

Additional Information

- Certifications in or from multiple technologies/vendors, such as MCSA, MCSE, VCP, CCNA, etc. are required.
- Bachelor's or Associate Degree in a technical field or equivalent experience is required.
- After normal business hour availability (weekends, evenings, holidays, etc.) is required on a regular basis.
- Functioning personal vehicle for transportation and a valid PA driver's license required.
- Some travel and heavy lifting may be required.

Classification Information

- Level/Department: Technical Level III
- Reports to: CTO
- Date Reviewed: 03/31/2022