

Nlyte Software is looking for a Level 2 Support Engineer for this position in the US. This is a permanent employment opportunity that requires the ability to support a variety of technologies that integrates with the Nlyte system.

The Level 2 Support Engineer will focus on the technology foundation required to support Nlyte application suite and the environments on which it is installed as well as the enterprise-wide applications (such as VCenter, HP UCMDB, Service Now etc...) that integrate with it. The typical Level 2 Support Engineer individuals have a number of years operating as a Senior System Administrator for large organizations as well as skills in supporting Enterprise applications (such as ERP systems etc...), Databases, onsite communications equipment, storage, and related software, Data Center Technology & Operations, problem management, service desk, and change management

The Level 2 Engineer will take a holistic approach to consolidating and optimizing sophisticated data center environments, including physical data center facilities and critical infrastructure components including servers, enterprise storage, database and predictive operations environments through the installation, configuration and day-to-day Support of the Nlyte application suite on the various Nlyte customer environments. Furthermore, the Level 2 Support Engineer will focus on supporting the various integrations between Nlyte Software and other Enterprise solutions.

Responsibilities:

Candidate should demonstrate experience in the following areas:

- Communicating with Customers via phone, email or Go-to-Meeting/WebEx
- Enablement of Operational Tools for large scale ERP and CRM deployments
- Providing Level 1, Level 2 and Customer Liaison support as required
- Implementing systems management solutions to deliver client value
- Assisting in the designing of support for scalable server architectures for critical business systems
- Classifying logged calls
- Analyzing and recreating issues with Nlyte software products.
- Managing environments used for issue investigation and re-creation
- Escalating technical/business issues as required
- Recording progress against cases
- Identifying workarounds for high priority cases
- Creating Knowledge Base Articles / Technical Notes
- Generating detailed documentation
- Candidates will demonstrate skills in enabling tools for ITIL based technologies with a technical focus on availability of business applications, operating systems, and server/storage hardware.
- This position will vary in the scope of project responsibilities; however generally this position will focus on designing and delivering technical solutions such as but not limited to IT Discovery solutions, Configuration Management solutions, IT Asset Management solutions, IT Monitoring solutions, IT Service Desk solutions and Business Process monitoring solutions.
- Candidates will demonstrate skills in IT operations with a technical focus to the tools and technical solutions which enable IT Operations
- During client engagements responsibilities will include assisting with scoping, and identifying resources supporting the client partner.

Mandatory Qualifications:

- Expertise in Web technologies (Web Services, XML, etc..)
- Experience in Requirements Analysis, Installation, and Deployment
- Maintain consistent delivery of application solutions throughout the product suite by following development standards and the architecture framework
- Knowledge of various third-party integration components
- Develop necessary Support documentation as needed (e.g. Knowledge base articles etc..)
- Proven success in contributing to a team-oriented environment
- Proven ability to work creatively and analytically in a problem-solving environment
- Desire to work in an information systems environment
- Excellent communication (written and oral) and interpersonal skills

Preferred Skills:

Experience in one or more of the following areas:

- ServiceNow, BMC and HP tool suites (HP uCMDB etc...)
- Production Scheduling, Output/Print Management
- Service Desk tools exposure
- Network/Systems Operations and Network Addressing Management
- Storage Management and Backup/Restore Management
- Event/Fault Management and System Performance Management
- Migration Control and Hardware Performance/Optimization
- High Availability Planning and Disaster Recovery tool enablement
- Understanding of Change Management, Configuration Management, and Release Management
- Ability to utilize PowerPoint in proposal development.
- UNIX Administration
- Ability to produce documentation utilizing the MS Office Suite
- Broad understanding of ITIL V3 and its components
- CRM tools

Desired Skills:

- Windows System Administration skills
- Minimum of 12 years of experience in IT, System Admin and Application Support roles
- Bachelor degree or equivalent, preferably in Computer Science/Technology or Engineering.
- Microsoft certification (i.e MCP, MCSA, MCSE etc...) or other IT certification is a plus.