Job Description – Linux Support

Position - Technical Support Engineer -

Location – Kumbakonam

Brief Job Description:
- Will be working on Linux solutions (mailing, archival, monitoring soln, Active Sync etc)
- Will also be required to coexist with other windows OS for troubleshooting
- Will also do 'Action Plan' creation, 'Impact Analysis' for migration, etc ⬜ Need to work Remote from office or need to visit customer onsite.
- Skill set development for upcoming engineers.
- Administration of Linux OS
- Linux -configuration/installation/ maintenance knowledge.
- Commitment to continual improvement and learning
- Knowledge on the Scripting
- Familiar and can identify or interpret crash dump files and core dump files and monitor System Logs
- Knowledge on Directory Services, Single Sign On Solution
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Work Experience in terms of Yrs of Exp, Hard & soft Skills required:
- Must be having good knowledge in networking, server/ storage provisioning
- Must be able to prepare reports to SBA as well as customer
- Must be knowledgeable in ticketing system used for creating and handling incident records.

Soft skills

- Good Communication skills,
- Be an active listener,
- Quick ability to diagnose the customer pain area.
- Ability to put himself in customer's shoes while trying to understand the problems
- Technically Sound Knowledge
- Voracious reader (books, ebooks, online, video etc)
- Ability to understand and adopt technology quickly as required by the customer and SBA
- Ability to Socialize and Network with Customers and Vendors

Educational Qualification: Graduate in Science/ Engineering

Certification – Red hat & Suse - preferred