

SUCCESS PROFILE – Technology Specialist (ILM) (BANGALORE)



Business Unit	Technical / Engineering	Band	L2
CAPEX	n/a	Market Role Title	Technology Specialist (ILM)
Direct People Accountability	Yes	Reporting To	Team Lead
Employment Instrument	Online (direct_IN)	Location(s)	India, Bangalore

What is the mission of the role?

Mission You are expected (through your processes & activities) to deliver world-class customer experience.

Mission: The purpose of the role is to implement and troubleshoot ILM products of 22by7 customers either on-site or remotely. Preparing Plan of Action (PoA), Scope of Work (SoW), and implementation documents. Carry out the technical activities thus ensuring Customer Satisfaction.

Key Deliverables

- Implementation of various Storage products like., EMC Unity, Isilon, Netapp FAS and e-series and other products.
- Proactive Support and troubleshooting of customer tickets and escalate it to the respective OEM based on the criticality.
- Implementation of various Hyperconverged infrastructure technologies like, EMC Vxrail, Nutanix, HP SimpliVity.
- Doing POC's to the customers on storage products/ HCI products.
- Must be flexible in taking new challenges and new products based on projects assignments.
- Need to take training and certifications on current handling products and new products as well if necessary.
- Need to go to client locations for implementation and support if we cannot be able to solve over remote.

Who are your key stakeholders?

Internal To achieve the outcomes of the role, you key *transactional* stakeholders internally are:

- Team Lead
- Head – Engineering
- Product Managers
- Solutions Architects

External You will be expected create strong positive relationships with the customers you work with, in a capacity to help the organization service them better.

What are you accountable for?

You are accountable for end-to-end solutioning for client needs, including documentation, implementation, deployment & reporting.

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<i>Core Capabilities / Technical Skills</i>	<i>Technical Descriptors</i>
Domain knowledge & expertise	Market Product (Technology) Customer Competition
Communication skills	Listening and understanding Clear articulation of technical issues/needs Relationship building Art of probing / questioning Establishing trust & credibility
Planning & management	Success at multiple deliveries On-time delivery

Qualifications / Experience

- *2 – 5 years of experience in similar domains*
- *Good Knowledge and hands-on experience on EMC / Netapp/ HP/Dell Deployments*
- *Good Knowledge and hands-on experience on back-up software- Veritas/EMC*
- *Working experience on SAN/NAS Storage*
- *Understanding on Networking Basics*
- *Understanding on Microsoft AD*
- *Understanding on database -Microsoft- SQL & Exchange /Oracle*
- *Knowledge on Unix/Linux Operating systems*

Potential barriers to success

Unable to listen & understand customer grievances
 Unable to adapt to differences
 Blocked personal learner
 Poor communicator
 Lack of initiative
 Not able to work autonomously

Feeder Roles

The following roles are likely to lead to this position:
Storage Engineer, Technical Engineer, ILM Engineer

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<i>What can this role develop into?</i>	<i>Suggested Development Experiences</i>
<p>What are the possible roles for progression?</p> <p>Technical Lead, Pre-Sales Consultant, Technical Advisor, Product Specialist</p>	<p>Consistency in on-time deliveries. Strong relationships with internal & external stakeholders. Successfully overachieving in a high-performing team.</p>

	<i>Leadership Capabilities</i>	<i>Descriptors</i>
<i>Customer Focus</i>	Customer Focus	A constant desire to understand customer needs, whether expressed or latent. Phenomenal customer experience delivery, to world-class standards.
	Strategy & Innovation	High clarity on company's vision and mission, path forward, communicates with great pride the company's vision and mission to people, role models company's values, assess business risk associated and plans for emergency, very futuristic and displays hunger for new technology and next new thing which will take business to the new level.
<i>Strategic Leadership</i>	Lead & Manage Change	Welcomes new ideas, easy with experimenting, provides an environment which uphold creative thinking, problem resolution, lateral thinking process etc. Throws challenges to the team, ensures team scales up continuously and fights with comfort. Tests the team's agility and adaptability. Ensures that the team does not stagnate.
	Collaborate & Connect	Works well with others. Taps into relationships and networks. Actively builds an understanding of others' perspectives.
<i>Results Leadership</i>	Translate Strategy into Action	Persistently encourages people to continuously improve delivery of outstanding results. Solves difficult problems in a timely and effective way. Anticipates and overcomes obstacles and roadblocks.
	Clear Communicator	Effortlessly able to communicate the vision, mission and goals of company to the team including their responsibilities and expectations, very candid about the objective, path and result, ensures the 360-degree flow of any kind of communication, clearly communicates the direction in which the team has to go.
<i>Interpersonal Leadership</i>	People Champion	Clearly understands the team strength, thresholds and limitations, understands the team members emotional wellbeing, provides focus to the team, leverages on the strength of the team to realise the maximum productivity, ensures positive engagement of each team member, manages negative communication, builds team trust, demonstrates the ownership and adhere to timelines, includes every team member, develops people and takes team to the next level, champions diversity.

Advocacy & Values

Advocacy “I like to be positive” | “I am a problem solver” | “Quality of work is never compromised” | “I am always on time” | “I like organizing my work & simplifying processes” | “I want to be a leader” | “I want to be assertive & proactive”

Values Honesty, Integrity, Teamwork, Innovation, Trust, Care, Compassion & **Fun!**