**Citrix**

**Cloud Operations Engineer**

**United Kingdom, Chalfont**

**Summary:**

Under general supervision, collects, evaluates Citrix Services quality and proactively identify any significant hardware and software component failures. Prepares statistical and narrative reports and recommendations, and participates in the analysis and interpretation of data as appropriate. Develops, maintains and ensures quality of Citrix services and may assist in development and implementation of necessary product design changes and monitoring tools.

**Duties and responsibilities:**

* Provides expertise regarding high level service availability, technical architecture and standards/ process to operations and engineering teams.
* Recommend appropriate course of action to developers, operations engineers and senior management, based on past, current and future service quality issues.
* Recommend proactive course of action to operations, engineering and design teams.
* Run pre-production acceptance verification and make sure the products are ready for production.
* Provide data and root cause analysis for each service impacting incident with all possible corrective actions for improvement.
* Work with multiple teams in analyzing each service outage, measure, maintain and present the service quality metrics to management.
* &nbsp; Manually monitor all hardware and software components of Citrix product and take preventive actions to avoid service outage to customers.
* Responsible to maintain 24/7 service to customers and reduce MTTR in case of service interruption.
* Provide high level support to operations and technical support team in case f service outage and customer reported problems.
* If required work with customers to identify and resolve customer issues related to Citrix product and service.
* Collects, analyses, interprets, summarizes data and make appropriate recommendations
* Lead, guide, and train Service Operations Centre team
* Performs miscellaneous job-related duties as assigned.

**Qualification and Requirements**

**KONWLEDGE, SKILLS AND ABILITIES REQUIRED:**

* 8+ years of experience in design, implementation and operations support
* BS or Engineering in Computer science or electronics or related IT focused,
* Linux certification, CCNA/CCNP certifications are plus
* Hands on experience with Amazon AWS
* Extensive knowledge of Linux systems including hardware, software and applications
* Extensive knowledge of Apache Tomcat
* Advanced level knowledge of Mysql & nbsp; and SQL queries
* Advanced level knowledge of network hardware and network protocols
* Provide hands on technical leadership n design and support of Services
* Ability to work under pressure in 24/7 environment
* Take full responsibility for prioritizing the tasks presented to the group
* Project planning and project management skills
* Must have exceptions verbal, written, interpersonal and presentation skills.
* Must be able to work on 24/7 on call schedule
* Must be able to work constructively in team environment
* Ability to design and implement systems that are necessary to collect, maintain, and analyse data.
* Ability to gather and analyse data and generate reports
* Work experience on Mobile Device Management (MDM) is a plus