
TERiX Computer Service

Job Description –Level III IBM Engineer

POSITION SUMMARY:

The function of the IBM Level III is to act as a lead customer issue resolution engineer and take ownership of all assigned tickets. A secondary function is to act as a mentor to other engineers as assigned and to develop internal certification criteria and curriculum. Level 3 Engineers will also perform the duties of Level 2 Engineers- Training Coordinator/provider, QA Engineer and Escalations Manager as assigned and certified.

JOB DUTIES:

- The function of the IBM Level III is to act as a lead customer issue resolution engineer and take ownership of all assigned tickets.
- Review & analyze the IBM AIX SNAP file to analyze the ongoing problem & provide resolution to the customer.
- Analyze the AIX core/crash dump using the AIX crash or, kdb (kernel debugger) tool to find the root cause of the system crash or, any other hardware or, software problem and the solution for the ongoing problem.
- The Level III engineer needs to analyze the storage support logs & configuration like for IBM DS4000 family/ IBM FAStT storage to identify the exact problem with the storage system.
- Analyzes the EMC Clariion storage SP-collect support files to determine the problem with the EMC storage.
- Analyzes the configuration, logs with the help of the Netapp's auto_support data, to determine the ongoing hardware or software problem.
- A secondary function is to act as a mentor to other engineers as assigned and to develop internal certification criteria and curriculum.
- Level III Engineers will also perform the duties of Level 2 Engineer's- Training Coordinator/provider, QA Engineer and Escalations Manager as assigned and certified.
- Provide continuous updates to company standard operating procedures and assign development/editing as needed. Motivate and encourage department staff .Identify areas of improvement in the company and assist in creating and implementing solutions.
- Oversee and provide direction to department employees Adjust assignments as needed to best utilize team resources.
- Monitor job progress and team performance throughout operations arrange and facilitate team meetings to discuss company values and objectives on completed jobs.
- Report on project status as required implement solutions including full documentation and training as required.
- Thorough understanding of the TERiX Ticketmaster (or, any ticketing system) program.
- Interpretation of the customer files provided during service event .Determining root cause and recommending correct resolution .Validating actual problem and validating correct parts to be used for service.
- Provide/attain hardware/software training including, but not limited to, IBM-AIX or, IBM storage.
- Coordinate the design and build of systems to simulate and resolve customer issues.

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- Conduct research and self managed education to be a functional expert in one or more technical areas.
- Educate the customer on proper issue identification and resolution techniques when appropriate.
- Sales Collaboration form the Level II engineer is required to assist Sales Group management in the development and formatting of materials and presentation focused to train TERiX Sales Group personnel on the intricacies and involved position and terms in the IBM market space.
- Participate as needed (within reason and by Business Unit Manager or Sale Director Request) in strategic or complex client/prospect/partner sales campaigns where IBM product knowledge and experience are required.

REQUIREMENTS:

- Bachelor in Engineering Electrical Engineering or Related Field or Foreign Equivalency and 2 years experience in the job or 2 years experience as System Ops lead Specialist &/or IT Consultant or Related Occupation.

SPECIAL REQUIREMENTS:

- Any suitable combination of education, training &/or experience is acceptable.

PLEASE SEND THE RESUME TO:

M. Paratore
Terix Computer Co. Inc.
388 Oakmead Pkwy.
Sunnyvale, CA 94085
Jobsite: Sunnyvale (Full-time position)