Priority VDI Support Engineer (100% Remote)

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Company: Optomi

Location: Raleigh

Category: other-general

VDI Support Engineer- (AWS Workspace/100% Remote)

Optomi, in partnership with an industry leader in the financial services space, is seeking a VDI Engineer to join their team. This engineer will ensure the reliability, stability, and availability of VDI systems in a 24/7 production environment. You will be responsible for the administration, configuration, and maintenance of all such systems within a multi-site environment.

Responsibilities:

Manage daily ticket operations, and provide end-user VDI support including Moves/Adds/Changes for users, security groups, permissions, etc.

Patching Horizon and/or AWS Workspaces components, testing and releasing base images monthly.

Operate as escalated point of contact for the TOC (helpdesk) team

Adhere to ITIL-based approval processes and helping to create and introduce new documentation and SOP's

Participate in bi-weekly meetings with the team to discuss ongoing and upcoming tasks.

Contribute to predetermined projects focused on updating Horizon/Workspaces and related components, as well as implementing improvements for the Horizon/Workspaces environment.

Apply today if your background includes:

3-4 years of VDI experience- support, operations, and maintenance is preferred- design and architecture will be a separate team

VMWare Horizon experience

Experience with AWS Workspaces- team is currently going from on-prem to cloud VDI

Troubleshooting and resolving user issues- imaging, patching, upgrading, etc.

Strong documentation and communication skills working across different business unit

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