Technical Support Engineer L3 - HP-UX SME

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Company: Park Place Technologies

Location: United States

Category: other-general

This role will be supporting east coast hours, EST, so EST residents are highly preferred. Who We Are:Park Place Technologies is a global data center and networking optimization firm. Powered by the world's largest on-the-ground engineering team, a robust group of advanced engineers and our fully staffed, 24x7x365 Enterprise Operations Center, we offer a robust portfolio of IT solutions to optimize networking and data center Uptime and performance. As the industry leader, our 2500 Park Place Associates provide support to 21,000+ customers in more than 154+ countries. We are proud to service 90% of Fortune 500 companies and 40% of Forbes 100 clients.Our company's strength and success are a credit to our Associates, and Park Place Life is how we communicate and deliver our culture internally. We have been awarded as a NorthCoast 99 "Best Workplace" winner for 10 consecutive years in recognition of our employee commitment. Park Place Life is about collaboration, responsiveness, diversity, and integrity, and represents everything that makes our company great and our culture unique.Top Rated Benefits We Offer:We cover 100% of your Healthcare benefits!Flexible Vacation to promote work-life balance.12 weeks of Paid Maternity LeaveProfit Sharing401K matching contributions and earnings are always 100% vested.Plus, much more!!!Position Overview:The HP-UX Technical Support Engineer L3 will be responsible for proactively responding to the technical challenges and requirements for customers within the Managed Service environments. The Managed Service department is primarily focused on delivering the whole solutions lifecycle, including, supporting, maintaining, and decommissioning data center solutions to ensure the continuity of business operations for all customers. You will work with sales account managers on new prospects

and existing customers alike, offering a technical presales perspective as well and maintaining the correct solution to meet the customer's needs.What you'll be doing:Assisting sales account managers to provide presales expertise on delivering the desired solution for the customerDesign and deliver support and service solutions for customers in line with industry best practice to deliver continual service improvement over the whole service life-cycleWork closely with Managed Services to ensure new customers are migrated with seamless handover / transition into the managed service environmentImplementing new and refreshed servers, storage, and network solutions for hosted customer environmentsDynamically monitor, manage, and improve managed service environments. Identifying and resolving root cause of issues and ensuring continual service availabilityStrive for continual service improvement based on a desire to become a world class managed service providerContribute proactively to new service developmentDeliver a high-performance culture in the team with a focus on teamwork, service excellence and ownership for resolving customer issuesGuarantee operational procedures and practices are well defined, documented and consistently appliedEnsure quality, up-to-date documentation exists for all service arrangementsMandatory Technical Requirements: Expert-level technical support and solutions to clients utilizing HP-UX systems in enterprise environments.Advanced experience troubleshooting HP-UX server hardware, operating system, networking, storage, and applications.Experience ensuring the stability, security, and optimal performance of HP-UX environments.Perform root cause analysis for critical incidents related to HP-UXPerform high-level support specifically to the installation, patching, upgrading, security, performance, LVM Manipulation, administration and troubleshooting of HP-UX based platforms.What we're looking for:Minimum of 10 years' experience in a technical support L2/L3 or administration role, predominantly working within data center services and infrastructure.Additional experience with high-level support for other Unix based systems (such as AIX, Solaris, HPUX), Red Hat Linux or other Linux variants, specifically the installation, patching, upgrading, security, performance, LVM Manipulation, administration and troubleshooting of Unix & Linux based platforms, is a plus.Have solid technical understanding of Virtualization, Storage, Networking, Backup/Restore and Hosting technologies and solutionsAbility to understand and navigate complex technical situations with strong problem-solving and remedy skillsExcellent interpersonal, verbal and written communication skillsExperience working in a professional and consultative manner with customers, management and platform vendor support requirementsExpert working

knowledge of specific operating environments, connectivity and networksProven ability to effectively mentor and guide others in resolving complex technical issuesThe ability to collaborate, leverage the strengths and unique perspectives of others within the organization and work together toward an agreed-upon solution.Education and Certifications:Bachelor's degree in Computer Science, or related, is preferred, or equivalent field experience.HP-UX knowledge-based competencies, and/or certifications are preferredVendor certifications a plus (RHCSA, RHCE, VCP) – may be required for specific platform support needs.Additional certifications are a plus.Travel:< 5%If you are a qualified individual with a disability or a disabled veteran, you may request a reasonable accommodation if you are unable or limited in your ability to access job openings or apply for a job on this site as a result of your disability. You can request reasonable accommodations by calling 1-877-778-8707.Park Place Technologies is an Equal Opportunity Employer M/F/D/V.Park Place Technologies has an in-house recruiting team that focuses exclusively on the hiring needs of our company. We are not currently accepting additional third-party agreements or unsolicited resumes. If you would like to be considered as a preferred partner with Park PlaceTechnologies, please submit your detailed information to careers@parkplacetech.com. Any CVs submitted directly to hiring managers will be considered unsolicited and become the property of Park Place Technologies

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