



JOB DESCRIPTION

Position: SAN/NAS Storage Specialist
Reports To: Director, Managed Services
Date: December '2011

JOB SUMMARY

Reporting to the Director, Managed Services, the SAN/NAS Storage Specialist will be responsible for SAN architecture and customer support duties as outlined below.

DUTIES & RESPONSIBILITIES

- Design, configure, deploy, test, troubleshoot, maintenance of SAN architecture
- Design, configure and maintain FC switches and CNA switches such as Cisco MDS, Nexus 5000
- Act as focal point for SAN & NAS environments, including planning, support, scheduling, and implementing changes
- Assist in SAN capacity planning, maintenance, troubleshooting hardware issues
- Provide Customer support when required
- Responsible for incident reporting and change management processes

SKILLS & EXPERIENCE

- Min. 5 years of experience working on the technology of Tier 1 SAN vendor (EMC, HP, NetApp, etc.)
- Experienced SAN Specialist with Cisco networking background (MDS/Nexus)
- Must have at least one of the following designations:
 - Cisco Data Center Storage Networking Support Specialist
 - Cisco Data Center Storage Networking Design Specialist
- Certification from Tier 1 storage vendor is an asset
- Well versed in FC, FCOE, iSCSI protocols
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- Cisco UCS experience would be an advantage
- Experience with XenServer, VMWare, and other virtualization technologies
- Strong oral/written communication skills are a necessity
- Self-managed, problem solver who is a quick learner
- Works well independently and as part of a team
- Strong client interface skills

BEHAVIORAL COMPETENCIES

- Great attitude with high degree of customer focus
- Is flexible and adaptable to changing priorities
- Solid trouble-shooter, problem solver
- Is a quick learner; open to learning new things
- Reliable and committed to getting the job done (including after hours as required)
- Excellent coping skills and the ability to juggle multiple priorities under sometimes stressful circumstances
- Possesses the desire to "do things the right way"



- Exceptional multi-tasker that deals well with multiple clients and gets the assigned tasks/projects accomplished within scheduled date
- Self-managed; able to work independently or with a team as required

WORKING CONDITIONS

- Majority of work takes place in comfortable office environment. Minimal travel to client locations is required. Occasional lifting of equipment required.