1. Overview

Working for MTI the purpose of this role will be to perform routine tasks for Dell and MTI customers, to be 'smart hands' consultants on enterprise servers which will be located in various secure locations across the UK.

Trained IMAC Engineers will complete Installation, Move, Add, and Change (IMAC) requests and will be following documented procedures to perform a variety of related installation and support tasks (initially but not exclusive product set is laid out below).

Online training on the product set will be provided for each successful candidate.

2. Role Description

The IMAC engineers are on-site technicians who will complete the racking and base installation of equipment or systems, initially Dell EMC and are responsible for delivering world class customer service to both our external customers and internally within MTI.

Your Role

The main responsibilities are detailed below, although the post holder would also be expected to perform any other duties which might reasonably be required by the business.

- Responsibility for maintaining / gaining industry qualifications to meet the demands required of the IMAC team.
- Solve IT challenges, obstacles, and implementation of enterprise deployments.
- To have knowledge, experience and expertise for IMAC requests.
- To be familiar with industry standards and vendor specifications.
- Following MTI and the customers Health and Safety procedures at all times.
- Meet customer requirements and being professional at all times.
- Completing site assessments and updating customer closure procedures.
- Working with PMO to ensure they are available and hitting their dispatches within SLAs.

Principal Accountabilities

- A team player who is comfortable working with other professionals, supporting the operation & reputational improvement of MTI operations.
- Ability to work efficiently under pressure and to tight deadlines.
- Willingness to take on ownership and accountability.
- Demonstrate good attention to detail with a high degree of accuracy.
- Compliance with processes, combined with a creative approach to overcoming barriers.
- Must be methodical with the ability to complete a task from start to conclusion within agreed timescales.
- Customer Focus, working to develop a positive and lasting relationship with both internal and external customers.
- Set an example in high standards and values to others, show integrity and professionalism.
- Be open minded and positive about change.
- Think creatively and suggest innovative approaches and solutions.

Skills

- Accuracy – This role requires the ability to carry out tasks to a high degree of accuracy.
- Organisational Skills – Able to prioritise own workload and responsible for personal time management.
- Judgement – Able to apply business requirements objectively in weighing up facts and context.

Key attributes

- Capability and experience – This role requires the ability to implement, install, and integrate technology solutions.
- Full clean driving license.
- To be prepared to work towards security clearance to gain access to customers environments.

3. Initial IMAC Product Set

Group	Category	Series	IMAC
Block/File	SAN/DAS Arrays	VPLEX	YES
		Unity XT Series	YES
	Disk Enclosures	PowerStore	YES
	NAS	Unity SDNAS	YES
		PowerScale	YES
		XtremeIO	YES
		PowerMax	YES
Unstructured	ECS	ECS	YES
Layer 3	Storage Networking	Connectrix	YES
Hyperconverged	VxRail	VxRail	YES
	VxBlock	VxBlock	YES
	PowerFlex	PowerFlex Appliance	YES
		PowerFlex Rack	YES
Data Protection	DLm	DLm	YES
	RecoverPoint	RecoverPoint	YES
	IDPA	IDPA - DP4xxx	YES
	Data Domain	PowerProtect - Data Domain	YES
	Data Protection SW	Avamar	YES