

## REVERA POSITION DESCRIPTION

<b>Position Title</b>	Technical Specialist – Data Protection	<b>Team</b>	Data Protection Team
<b>Location</b>	Auckland/Wellington	<b>Reports to</b>	National Manager - Data Protection
<b>Direct reports</b>	Nil	<b>Date</b>	July 2017

### PURPOSE OF POSITION

The Technical Specialist – Data Protection role provides data protection services to customers and ensures that these services are delivered within the required Service Level Agreements.

Implementation and on-going maintenance of processes and documentation activities within the Data Protection team.

Maintain a professional customer focused service delivery culture both internally and externally in a way that is aligned with Revera strategic vision and service objectives

Responsible for the appropriate and timely response to day to day incidents and requests from our customers to ensure consistent data protection support services are being delivered.

Resolve as many user-reported problems by using Remote tools, advanced troubleshooting skills and following procedures and policies for the handling of support cases whilst ensuring a high level of availability.

Ensure problems and issues are responded to in a timely manner and prioritised in accordance with business practice and policy.

Assure accurate problem interpretation and maintain communications with customers during the problem resolution process

Responsible for ensuring security processes and policies are adhered to as per customer requirements

## KEY ACCOUNTABILITIES

### Service Delivery

- ✓ Ensure all necessary Data Protection and security procedures are followed ensuring no faults
- ✓ Documentation and standards maintained and kept current at all times
- ✓ Demonstrate effective communication skills and the ability to interact professionally with a diverse group of clients and staff.
- ✓ Communication always to a high standard and professionalism maintained at all times
- ✓ Work productively in teams in order to meet deadlines and prioritize assigned tasks.
- ✓ All services completed within the agreed Revera and customer SLA timeframes and to an acceptable standard
- ✓ Support for all Data Protection administration functions including backup, restore, and archive solutions.
- ✓ Maintain Data Protection software to include scheduling, data retention policy, reporting, user administration, patch management as appropriate, ensuring stability and availability across Data Protection solutions
- ✓ Install, upgrade, and maintain Data Protection software and hardware infrastructure as appropriate keeping supported to required levels
- ✓ Support all working processes and encourages others to follow these processes.
- ✓ Provide constructive feedback on processes and works towards continual service improvement
- ✓ Comply with all change and problem management processes, including liaison with customers to ensure all tickets are closed in an efficient and timely manner.
- ✓ Be proactive to minimize and reduce Data Protection incidents across all customers.
- ✓ Monitor storage resources (disk, tape, and server) to ensure availability and capacity.
- ✓ Support tape media operations to include tape drive, tape library, and vault management ensuring all media contractual obligation met or exceeded.
- ✓ Provides and/or coordinates implementation of solution requests required by projects and BAU changes, ensuring that product and solution requirements meet established support standards
- ✓ Available for out of Hours support on a rostered basis
- ✓ Maintains inputs to documentation which covers data protection, system configuration, manual and automated tasks, upgrade planning and fault resolution methods.

### Customer Service

- ✓ Analyses all issues and resolves to a high standard, or ensures the appropriate specialist team accepts responsibility for resolution, whilst maintaining overall accountability
- ✓ Maintains close liaison with the customers and other ICT teams to ensure the customers' expectations are set and will meet any agreed Service Level Agreements
- ✓ Must understand the commercial importance of Data Protection to clients
- ✓ Have excellent time management skills
- ✓ Have outstanding oral and written communication skills
- ✓ Be able to work calmly under pressure and meet deadlines
- ✓ Have a 100% positive attitude

## **Relationship Management**

- ✓ Develops and maintains effective working relationships with all individuals and groups impacting on the position, both internally and externally
- ✓ Communicates effectively with a wide range of people, maintaining constructive relationships with those with different viewpoints and expectations
- ✓ Negotiates mutually acceptable solutions and resolves conflict constructively
- ✓ Conveys information in a way that provides a clear sense of direction to others. Writes and presents clear, concise, thoroughly researched communications appropriate to the audience.

## **Team Work**

- ✓ Cooperate and work with other members of the team in order to achieve team goals
- ✓ Supports and explains decisions made by the Senior Leadership team in all relevant forums and discussions

## **General Management**

- ✓ Contribute to Revera objectives
- ✓ Act as a source of expert information and advice in the area of Data Protection for Revera
- ✓ Foster a safe environment by integrating safety and health into all aspects of work practices.

## **REQUIREMENTS OF ROLE**

### **Qualifications and Experience**

- ✓ Relevant technology industry qualifications such as ITIL, A+, MCSE, MCSA, MCITP are desirable or working towards completing an industry qualification
- ✓ Commvault Certified (Professional, Engineer, or Specialist) certification MANDATORY
- ✓ An ability to logically and systematically analyse and resolve problems within complex enterprise Infrastructures
- ✓ Ability and commitment to acquire appropriate new technical skills / knowledge / experience across all Infrastructures relevant to the position
- ✓ Good communication skills - written, verbal and presentation
- ✓ The ability to work in complex projects and environments. Ability to capture requirements from multiple sources and translate those into effective and high performing solutions.
- ✓ 2 years' experience in the Data Protection area, preferably in a CSP or MSP environment
- ✓ 2 years' recent experience hands on with the implementation of Commvault
- ✓ Demonstrable knowledge and working experience with software replication solutions in an MSP/CSP
- ✓ 3 years' Microsoft Windows Server support
- ✓ Good knowledge of Linux and Unix operating systems
- ✓ Good working knowledge of networking, databases, SharePoint and Exchange advantageous

## **REVERA EXPECTATIONS**

- ✓ Act in Accordance with Revera FLIERS and Cultural values
- ✓ Demonstrate shared leadership
- ✓ Comply with Revera's policies and procedures at all times