**Technical Competencies – System Engineer – Citrix System Engineer - Citrix-PRO-002347**

**Applicant Name:**

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| **N** | **Technology** | **Years of experience** | **Competence (rating : 1=basic  5=excellent)** | **Detailed description of how this specific professional experience was gained.** | **Companies where you applied these skills / knowledge, according to your professional experience, e.g. 1-the most recent position, etc.** |
|  | Master’s degree in information technology, computer science, information system security, or related disciplines |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Engineering and design experience |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Minimum 5 years of experience in supporting, administering and maintaining mission-critical Citrix XenApp Server based systems including problem solving, performance tuning and capacity planning. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Proven experience in supporting, administering and maintaining Citrix Provisioning Server based systems, Citrix Netscaler systems, thin client infrastructure (e.g. Igel), Windows system security, hardening and Firewall Technology, application virtualisation |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Good knowledge and experience of MS Windows, MS Active Directory, Web Services, MS- SQL, file sharing Services, scripting (Powershell) and virtualisation technology based on VMWare |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Very good command of English with proven drafting ability using MS Office and working experience operating mission-critical IT infrastructure environments in an international organization |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Good understanding and relevant experience working with ITIL processes, particularly change, incident and problem management, writing technical procedures and design documentation. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Participate in the design of complex IT solutions to Citrix Server based systems |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Participate in the design of security policies to Citrix Server based systems |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Contribution to IT projects in the preparation phase of Citrix services and systems, such as technical specifications, evaluation and selection of new products, activity planning and reporting |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Contribute to IT projects in the implementation phase of Citrix services and systems, such as analysis, development, integration and testing, maintenance, release, documentation |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Co-ordination of the deployment phase of Citrix services and systems from IT projects such as preparation, acceptance, integration and rollout to production systems |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Provide 3rd-level support for operational Citrix Server based systems, including monitoring, identifying any need for preventive or remedial maintenance through the use of diagnostic tools |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Investigate, diagnose and resolve system problems using available tools and referring to external suppliers if required, as well as assisting 1st and 2nd-level support staff |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Maintain accurate and up-to-date technical documentation related to Citrix based systems including operational requirements and release management plan, transfer knowledge to colleagues and ensure sufficient documentation is available for tasks to be assigned to 1st and 2nd-level support staff. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Plan, prepare, test and implement maintenance activities (such as patches and software upgrades) which are required to keep system running at optimised condition. |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Participate in the design and preparation of recovery and contingency exercises to ensure that Data Centre Operations can recover systems in accordance with the predefined plans and documentation |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Design procedures for identifying any need for preventive or remedial maintenance throughout the use of diagnostic tools |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Support during lifecycle of (Citrix based) technical services, in specifications, integration, test, acceptance and deployment stages, focusing on aspects related to system and application integration with messaging services |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Good analytical problem-solving skills |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Be results-oriented |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Be service-oriented |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Manages multiple assignments and tracks progress on numerous processes simultaneously |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Shows commitment to the achievement of team and organisational goals |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Uses diplomacy and tact when dealing with users and colleagues |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Uses simple/clear words to communicate ideas |  |  |  | 1,2,3,4,5,6,7,8 |
|  | Shows strong interpersonal skills, self-motivation and the ability to work in a team |  |  |  | 1,2,3,4,5,6,7,8 |