

Job Description – Resiliency Technical Expert (Post-Sales) – Delhi

Position Overview

We are looking for hands-on Resiliency Technical Experts to manage implementation, support, troubleshooting, and delivery of enterprise backup and disaster recovery solutions for customers. The role is focused on ensuring operational excellence, successful deployments, and high customer satisfaction across enterprise environments.

The ideal candidate should have strong implementation and support experience in enterprise backup, infrastructure, and resiliency technologies.

Key Responsibilities

- Implement and configure enterprise backup and resiliency solutions.
 - Manage troubleshooting, issue resolution, and technical escalations.
 - Support enterprise customers across backup, recovery, storage, and infrastructure environments.
 - Ensure successful deployment and operational stability of customer environments.
 - Conduct technical training and knowledge transfer sessions for customers.
 - Coordinate with internal teams and OEM support for critical issue resolution.
 - Maintain implementation documents, support records, and operational processes.
 - Ensure service quality, customer satisfaction, and adherence to delivery standards.
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Desired Candidate Profile

Educational Qualification

- Bachelor's degree in Engineering, Information Technology, Computer Science, or related discipline.

Experience

- 5–15 years of experience in implementation and support of enterprise resiliency and backup solutions.
 - Hands-on experience in troubleshooting enterprise infrastructure and backup environments.
 - Experience working in customer-facing support or managed services environments preferred.
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Preferred Technical Expertise

Hands-on exposure to one or more of the following technologies:

- Acronis
 - Veeam
 - Veritas NetBackup
 - CA ARCserve
 - Cohesity
 - Dell EMC Networker
 - Enterprise Backup & Recovery Solutions
 - Disaster Recovery & Business Continuity
 - Infrastructure & Storage Technologies
 - Cloud & Hybrid Backup Platforms
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Required Skills & Competencies

- Troubleshooting and technical problem-solving
 - Customer support and service delivery
 - Technical implementation expertise
 - Communication and stakeholder management
 - Documentation and operational process management
 - Ability to work in high-availability enterprise environments
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Location

- Delhi