



We are currently looking for a committed and reliable

PLATFORM LEAD ENGINEER (m/f, full-time)

to support our team.

Start date: Immediately

Classification: Operations

Location: Bangkok

About Neos:

Neos, headquartered in Munich, is a globally trusted expert using technology innovatively to enable businesses' digital needs. The company offers a full range of solutions around Big Data, DevOps and Software Defined Data Centres, including infrastructure and application management, cloud infrastructure enablement and application development platforms. Neos also supports innovative software vendors in their virtualization automation, application hosting and cloud migration efforts.

Neos' clients include large enterprises in the areas of telecommunications, travel, hospitality and e-commerce. Neos aims to be the trusted technology partner of choice for organizations requiring specialized assistance to transition into, and operate, their IT in the digitized world. We create efficient teams of multi-skilled technology evangelists and innovators, who apply their experience in high-availability environments, to provide agile solutions. High ethical standards are an integral part of our business. Our teams identify with, and own responsibility for, their contribution to sustainable business success, which includes the environments in which we operate.

Your Role:

Your future responsibilities

Within Service Operations as a Platform Lead Engineer you will own customer experience and operations setup for complex customer environments operated on DevOps principles. With this key role you will work with multi-national teams across Europe and Asia ensuring alignment between external customer and internal departments. You will also lead on any development or improvement needed in order to achieve high customer satisfaction or improved contract profitability.

Your activities in

- Managing customer relations
 - Own customer experience
 - Manage customer escalations
 - Manage customer requirements
 - Represent Service Operations

- Managing customer account
 - Maintain customer engagement plan
 - Maintain customer requirements document
 - Conduct internal & external account reviews
 - Support solution / proposal creation
 - Manage contract profitability

- Managing operating model
 - Maintain platform technical design document
 - Maintain platform service design document
 - Manage changes to operations model
 - Provide business plans
 - Provide resource forecast
 - Provide consumption reports

- Managing daily operations
 - Manage platform documentation
 - Manage CMDB, inventory and licences
 - Manage operating / service level performance
 - Manage compliancy from a platform perspective
 - Manage complex changes from customer perspective

Your profile

- Ability to design, implement and transform operations setup for single environments (business plans, organization, processes, technologies)
- Excellent customer service skills
- Ability to structure and solve complex problems
- Ability to prioritize multiple tasks for efficient work output
- Ability to collaborate effectively across multi-national teams
- Operational experience on Citrix, DevOps and/or Big Data
- Ability to bridge between European and Asian culture
- Excellent English, both verbal and written
- Ability to communicate effectively

- Willingness to travel
- Stress resistant

Personality Profile:

We are looking for a candidate who is passionate about technology and is able to communicate to audiences at all levels, the value of the Neos solutions.

1. Academic background:

- Successfully completed IT studies,
- if existing further qualifications or successfully completed IT-apprenticeship or comparable qualifications

2. Professional Experience:

- First professional experiences in the IT-sector
- Experience in several of the fields mentioned above (alternatively in at least three of the fields)

3. Required skill set

- Process oriented and independent way of working
- Basic networking expertise
- VMware knowledge
- Fluent in verbal and written English
- Excellent teamwork and communication skills
- Good analytic understanding

We offer:

An exciting and stimulating role in a dynamic, fast growing and multi-cultural IT company. You will have the opportunity to develop yourself and your career, working in areas involving the latest technology in a relaxed, professional environment. You will also have the opportunity to be innovative and think 'outside of the box'.

If you believe you are the right person, please send your application via E-Mail to

Careers-APAC@neosIT.com

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