Position Title: IT Senior Citrix Engineer

Position Summary: The Senior Citrix Engineer is responsible for the overall direction, road map, development, enhancement and maintenance of the enterprise Citrix environment. This includes analysis, planning, development and implementation of new features and enhancements to provide required levels of service to the organization. Must be self-motivated and proactive.

The engineer will direct supporting resources and vendors to ensure that all equipment is properly installed, configured, secured, and maintained. This includes developing, maintaining, supporting, and optimizing key functional areas, particularly server infrastructure, critical business applications, and the overall end user experience when using Citrix as the application delivery mechanism. Advising, planning and initiating the future path of the Citrix environment for the business.

Key Performance Areas

KPA 1 – Support and Maintenance of Current Citrix Environments \ Applications

- Overall direction, development, enhancement and maintenance of the enterprise Citrix environment. This includes analysis, planning, development and implementation of new features, technology and enhancements to provide required levels of service to the organization.
- Responsible for managing the day-to-day administration, planning, and problem-solving for the Citrix XenApp\XenDesktop - 5.0 \ 6.5 \ 7.9 \ 7.15 environments including SDX and VPX NetScalers.
- Responsible for keeping track of existing XenApp, XenDesktop, UniPrint, Igel, Imprivata and Terminal Services licenses and resource usage, trending and capacity planning for future growth.
- Knowledge, Build, Support MS Server\Desktop Operating Systems in a physical and virtual environment (W7, W10, 2003, 2008, 2012, 2016)

KPA 2 – Senior Technical lead on Strategic Planning of the Citrix Environments

- Wide latitude in determining objectives and approaches in critical assignments and technology planning including Citrix Cloud solutions.
- Responsible for innovation roadmaps, maintenance scheduling, life cycle management, and capacity management for the Citrix environment and related dependent technologies.
- Plan training Sessions for Engineering team and lower Tier Support teams.
- Primarily responsible for the design, implementation, documentation, and support of solutions related to Citrix projects and initiatives.

KPA 3 – Citrix Disaster Recovery Design \ Support

- Responsible for providing Disaster Recovery solutions as it relates to the XenApp\XenDesktop Environments by developing and maintaining a library of procedures for disaster recovery documentation.
- Responsible for performance tuning and providing a high availability XenApp\XenDesktop environments to eliminate single points of failure.

KPA 4 – IT Daily Tasks and IT Basic Knowledge \ Process

- Manage Ivanti ticket queue; own, and escalate issues through resolution
- Familiar with ITIL Process and Change Management.
- Worked Windows GPO and Citrix Policies.
- Accurately maintain all documentation as it relates to configuration, processes, service records, asset inventories, topologies, administration manuals, job instructions, support contacts etc.
- May be expected to respond to emergency calls by telephone and/or Email and to travel to location to help meet business needs
- Ensures IT Leadership is aware of all known and identified risks to system availability, performance, reliability and security.
- Generate results through others (such as partners, vendors, contractors).
- Work with Windows Server team on virtualization initiatives.(VMware \ Acropolis \ Hyper-V \ Citrix XenServer)
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Position Qualifications/Requirements

1. **Education**: - Bachelor degree in Computer Science, MIS or similar field or equivalent experience preferred
2. **Previous Experience**: Minimum of seven years Citrix experience required. Has worked as an architect - advanced troubleshooting, technology roadmap planning and experience supporting Citrix in a large Enterprise environment. Implemented and Managed Citrix Cloud, SDX\VPX NetScalers and other Cloud Environments (IE-Azure\AWS)
3. **Core Capabilities**:
   a. **Analysis & Critical Thinking:** Critical thinking skills including solid problem solving, analysis, decision-making, planning, time management and organizational skills. Must be detailed oriented with the ability to exercise independent judgment.
   b. **Interpersonal Effectiveness:** Developed interpersonal skills, emotional intelligence, diplomacy, tact, conflict management, delegation skills, and diversity awareness. Ability to work effectively with sensitive and confidential material and sometimes emotionally charged matters.
   c. **Communication Skills:** Effective communication skills (oral, written, presentation), is an active listener, and effectively provides balanced feedback.
   d. **Customer Service & Organizational Awareness:** Strong customer focus. Ability to build an engaging culture of quality, performance effectiveness and operational

excellence through best practices, strong business and political acumen, collaboration and partnerships, as well as a positive employee, physician and community relations.

e. **Self-Management:** Effectively manages own time, conflicting priorities, self, stress, and professional development. Self-motivated and self-starter with ability work independently with limited supervision. Ability to work remotely effectively as required.

f. Must be able to work effectively in a fast-paced, multi-site environment with demonstrated ability to juggle competing priorities and demands from a variety of stakeholders and sites.

g. **Computer Skills:**
  − Proficiency in MS Office Word, Excel, Power Point, and Outlook required.

4. **Certifications/Licenses**:
a. Preferably Citrix Certification – CCE-V, CCA-N
b. Valid state Driver's License for travel to satellite offices and offsite meetings. Compliance with the company Driver Safety Operations and Motor Vehicle Records Check Policy is required.