

## **Bring Your Buddy –October, 2014**

### **SaaS**

#### **Manager Application (Req no: 21078)**

##### **Objective of Position**

The Manager of Operations Services' primary responsibility is to supervise and ensure the efficient operation of one or more service groups (i.e. Network, Infrastructure, Hardware, Application services, etc.) within the Technical Operations department and to ensure that those groups align with the business objectives of the organization. This individual's principal goals are to manage and contribute to the development of service offering portfolios for each assigned group and to support all Technical Operations service level agreements for the user community within the organization. Plans, coordinates and executes all operational activities of their assigned groups, as well as provides support for solutions that enhance mission-critical business operations. Independently contributes to the development of business metrics which indicate progress toward overall business goals. Works closely with decision makers in other Technical Operations groups and across the Tech Group to identify, recommend, develop, implement and support cost-effective technology solutions for all aspects of the organization.

##### **Principal Responsibilities**

- Leads Technical Operations group operational planning and projects, and organizes and negotiates the allocation of Technical Operations resources
- Works with stakeholders to define business and systems requirements for new technology implementations
- Ensures the efficient utilization of resources – including personnel and equipment – across the organization
- Oversees all reports/metrics and documentation related to network and systems operations.
- Develops maintenance schedules for network and systems equipment
- Develops and implements all functional policies and procedures, including system and network architecture, standards, purchasing, and service provision.
- Manages the deployment, monitoring, maintenance, development, upgrade, and support of IT systems, including networks, data centers, servers, PCs, operating systems, and associated hardware
- Develops business case justifications and cost/benefit analyses for IT spending and initiatives
- Analyzes existing operations and makes recommendations for the improvement and growth of the network infrastructure and systems.
- Conducts research and remains current with the latest technologies and solutions in support of procurement efforts.
- Collaborates directly with engineering peers on product architecture and product/software operational fitness.
- Contributes to the development and execution of the Software Development Lifecycle
- Maintains asset management for IT hardware, software, and equipment
- Manages operations staffing, including recruitment, supervision, scheduling, development, evaluation, and disciplinary actions
- Establishes and maintains regular written and in-person communications with the organization's executives, department heads, and end users regarding pertinent IT activities
  
- Participates in creating a culture where employees are highly motivated, energetic, excited and enthusiastic working for the company
- Implements measurement, reward/recognition and compensation plans that are competitive, motivating, aligned with the Company's value proposition, vision and strategy, and within approved budget guidelines
- Determines the need for and define new job roles/descriptions in the group necessary to meet business within budget constraints.
- Supervises individual contributors and managers in accordance with company policies and procedures.
- Conducts interviews, hire new individual contributors and managers, and provide employee orientation/assimilation training.
- Manages career path for all job families in the organization. Coaches and provides career development advice to staff.

- Manages the development of direct reports by ensuring, where possible, that project tasks are in line with each employee's career interests.
- Identifies and fulfills formal and informal training needs to meet the skills and experience requirements of the team and support business goals.
- Works with employees to create performance and development goals that align with the business goals and conducts employee performance reviews.
- Addresses performance issues and provides ongoing and corrective feedback in a timely and constructive manner.
- Manages staff scheduling to meet business goals including work assignments/rotations, employee training, employee vacations, employee breaks, overtime assignment, back-up for absent employees, and shift rotations.
- Makes recommendations for policy/process modifications/improvements to streamline and eliminate complex or out of policy operation problems.
- Mitigates team conflict and communication problems through coaching and conflict resolution practices.
- Coordinates with senior management in planning for appropriate staffing levels.
- Adheres to Affirmative Action and Equal Employment Opportunity Program principles.

### Knowledge and Skills

- University degree in the field of computer science or information systems and or 4 years related work experience. Master's degree in either of these fields or Master of Business Administration with technology as a core component preferred.
- Hands on experience with technologies including Linux, Cisco, Juniper and storage area networks
- Technical knowledge of current network hardware, protocols, and standards, including HTML, XML, TCP/IP, BGP and OSPF
- Extensive application support experience with Linux and ticketing systems.
- Knowledge of programming languages, including one or more scripting languages UNIX shell, PERL, Java script.
- Proven experience in IT infrastructure planning and development
- Excellent understanding of the organization's goals and objectives.
- Demonstrated ability to apply information technology in solving business problems.
- In-depth knowledge of applicable data privacy practices, laws, SOX and PCI.
- Strong understanding of human resource management principles, practices, and procedures.
- Strong understanding of project management principles.
- Highly self-motivated, self-directed, and attentive to detail.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Experience working in a team-oriented, collaborative environment.
- Familiar with designing Internet scale infrastructure systems designed for mission critical applications which meet the highest restoration, performance, and compliance objectives.
- Familiarity with technical trends in multiple industries and product lines.
- Capable of creating relationships with multiple vendors in leading software and hardware firms.
- On-call availability

### Competencies

- **Communication** - ensures that communications channels are open and that information and ideas are flowing in all appropriate directions; listens, asks for and uses input; shares information appropriately and openly; is accessible and receptive to both good and bad news.
- **Accountability** - Holds self and others accountable for keeping commitments and delivering the best possible performance; attention to detail; gets involved and leads others through resolution; assumes responsibility and follows up personally.
- **Teamwork** - works in concert with others toward shared goals, exhibits cooperativeness; participates in and supports effective conflict resolution; collaborates cross-functionally; builds and leads teams effectively; puts needs of organization over personal needs.

- **Excellence Orientation** - Strives to be the best that one can be and maximizes one's own potential in helping Citrix Online succeed; exhibits resilience; persistence, tenacity and a continuous improvement mindset; is goal oriented with very high standards for quality of work; strong results orientation; helps others keep things on track.
- **Authenticity** - shows a genuine, accessible and caring side that builds trust, mutual support and credibility; listens, exhibits humility and gauges approachability of others; maintains composure; is able to be respectful and straightforward with others; develops trusting relationships; highly ethical with commitment to deeply held values; takes full responsibility for self.
- **Innovation** - participates in and supports an environment that is conducive to innovation and new ways of doing things; exhibits curiosity and open mindedness, willingness to take risks; suggests new ideas in response to and in anticipation of business needs.
- **Strategic Thinking** - Demonstrates a broader departmental perspective and ability to consider all relevant information when making decisions; gathers complete information; makes decisions based on facts, judgment, analytical and deductive reasoning; identifies key issues and understands their impact in a broader context.
- **Relays the Vision** - Models behavior consistent with Sr. Management's vision to show others how they can best help the organization to get there; exhibits clarity and focus; uses persuasion and influence to connect others.
- **Builds Talent** - Attracts, develops and retains talented people who are most capable of driving Citrix Online's success; accurately assesses and coaches promising individuals; gives honest feedback; acts as a mentor and empowers others.
- **Inspires others** - Demonstrates pride, enthusiasm and passion, which are motivating to others; celebrates success and gives credit to others; exhibits optimism and vigor.

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**Senior Systems Administrator (Req no: 21711)**

**Objective of Position**

The Senior Unix Systems Administrator acts as a member of the Technical Operations team and is responsible for the design, implementation, maintenance and support of Unix-based Operating systems and multiple third-party software packages in complex systems supporting mission-critical services running on a global network serving hundreds of thousands of end users. The role works with other senior technical staff and management teams in architecting technical solutions as needed and both participates on and leads project teams; develops new procedures based on technical solutions; recommends and leads projects requiring complex technical decision making and provides input to delivery schedules; normally receives general instructions on new assignments; and has work reviewed by Operations Management team for the soundness of technical judgment and overall accuracy.

**Principal Responsibilities**

- Maintains product service level agreements and standards of multiple major production system subcomponents through proactive and reactive means
- Implements operational initiatives and projects of high complexity intended either to increase the efficiency and scalability of a rapidly growing infrastructure or that provide significant business value
- Supports development environments and developers in their mission as creators of future online products
- Performs complex technical work requiring demonstrated experience in the application of standard techniques and procedures in carrying out tasks; utilizes extensive experience and knowledge to improve the existing processes and company operating procedures

**Other Duties and Responsibilities**

- Responds to production alerts 24/7 involving multiple software system components, using background, experience and established procedures to resolve issues and restore services as quickly as possible
- Troubleshoots and develops solutions for OS level server and unforeseen software issues as they arise
- Creates and follows up on self-initiated and escalated third-party trouble tickets and enhancement requests as necessary

- Architects the development of technical solutions of moderate to high complexity to business requirements within assigned areas
- Evaluates software vendors and solutions with minimal supervision and develops appropriate configurations for robust, highly scalable production services underlying company products
- Develops and documents network and system connectivity maps, process inventories, and operating procedures of high complexity for use by other members of the team
- Develops and documents installation, deployment, maintenance and monitoring solutions as necessary to achieve departmental goals with minimal supervision, including backup and recovery or disaster recovery plans
- Works with automated enterprise systems management tools to support, monitor and optimize operating system and third-party software services
- Evaluates and schedules operating system upgrades, capacity planning and performance analysis
- Patches OS and software according to security standards, maintenance policies, and vendor recommendations
- Regularly performs growth analysis and capacity planning in support of expansions and/or upgrades
- Develops complex supporting tools and technologies for use by other sub groups within Operations and across other departments
- Understanding the task objective, develops scripts (Shell, Perl, Python, etc) and configures tool sets and third-party applications to automate support tasks
- Maintains vendor contact information and relations
- Works with vendors and in-house engineers to define operational standards to ensure solutions comply with configuration standards, best practices and audit guidelines
- Participates in the ongoing process improvement required to scale the organization
- Helps plan for the future of the infrastructure, sites and network
- Keeps abreast of technical trends, develops and incorporates them within assignments as appropriate; implements technical improvements and procedural changes within the Operations Group
- Assists in training more junior members of team; typically takes the lead role in one or more complex initiatives or projects
- Participates in peer reviews; assists more junior members of team

### **Knowledge and Skills**

- Master's degree or equivalent in computer science or related field is preferred
- 6 years of equivalent previous system administration experience; 8 years of directly related work experience is required for individuals holding a Bachelor's degree
- Ability to work under pressure, solve complex technical problems quickly (minutes or hours), automate processes and solutions using available tools and develop in-house tools where necessary
- Ability to write proposals or papers, act as a vendor liaison and make presentations to audiences of professional peers; proven ability to develop and document solutions, configurations, policies and procedures is required
- Experience working in large, business-critical production support environments required; hands-on experience in technical infrastructure operations required
- A minimum 4 years of experience deploying and managing Red Hat Linux or equivalent Linux Distribution, including performing server builds, migrations, upgrades and patching
- A minimum 4 years experience with automated host installation and configuration enforcement technologies (i.e. Cobbler, KickStart, Puppet, Foreman etc.).
- A solid understanding of CMDB methodologies and technologies.
- At least 6 years experience managing large scale Mail, DNS, and/or other common major internet services
- A strong demonstrated understanding of operating systems from an operational perspective; has assisted in the development of solutions requiring an understanding of run levels, load averages, paging and swapping, inter-process communications, devices and what device drivers do, and how to build and install them; a strong understanding of file system concepts (inode, clustering, logical partitions, SANs); and understanding of CPU, memory, disk and network subsystems, and has proven experience using performance analysis to tune systems or develop timely solutions
- A solid understanding of networking/distributed computing environment concepts; an understanding of principles of routing, client/server programming and the design of consistent network-wide enterprise-class subsystems

- Experience using major commercial system monitoring environments is required
- Experience working with Storage Area Networks required
- Expertise and demonstrated ability to produce robust and scalable production quality code in more than one administrative language such as Bash, Perl or Python is required; some experience writing in java preferred
- Strong knowledge and demonstrated experience in data-modeling, database administration, software engineering and software lifecycle preferred
- Experience with Windows server administration helpful

**Competencies**

- **Teamwork:** Collaborates with others toward shared goals, exhibits cooperativeness; participates in and supports effective conflict resolution; collaborates cross-functionally; builds and leads teams effectively; puts needs of organization over personal needs
- **Communication:** Listens, asks for and uses input; shares information appropriately and openly; is accessible and receptive to positive feedback, constructive criticism and both good and bad news; communicates technical issues within scope of assignments to management and peers
- **Excellence Orientation:** Strives to be the best that one can be and maximizes one's own potential in helping Citrix Online succeed; exhibits resilience, persistence, tenacity and a continuous mindset for improvement; is goal-oriented with very high standards for quality of work
- **Accountability:** Holds self accountable for keeping commitments and delivering the best possible performance; pays attention to detail, and gets involved and participates until resolution; assumes responsibility and follows up personally; accurately plans and executes work, project and time tracking
- **Authenticity:** Shows a genuine, accessible and caring personality that builds trust, mutual support and credibility; listens, exhibits humility and gauges approachability of others; maintains composure and is able to be respectful and straightforward with others; develops trusting relationships; is highly ethical with a commitment to deeply held values; takes full responsibility for self; respects the confidentiality of the information they acquire, maintain, and use in their job, and personally disengages from it
- **Innovation:** Participates in and supports an environment that is conducive to innovation and new ways of doing things; exhibits curiosity and open-mindedness; suggests new ideas in response to and anticipation of business needs
- **Relays the Vision:** Conveys a compelling vision of where the organization is going to others and models behavior consistent with the vision to show others how they can best help the organization achieve its goals; exhibits clarity and focus
- **Inspires Others:** Motivates others by demonstrating pride, enthusiasm and passion; celebrates success and gives credit to others; exhibits optimism and vigor

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**Senior NOC Engineer (Req no: 22780)**

**Position:**

The Network Operations Center (NOC) Engineer will be responsible for the monitoring of multiple data centers on a local and worldwide level in a 24/7/365 production environment in a technical capacity. The NOC Engineer is responsible for providing 1st tier technical support for the Technical Operations Department on a variety of issues across multiple network elements in a predominantly Linux environment. This role may assist in the validation of monitoring changes and/or administration of the production monitoring tools.

**Principal Responsibilities:**

- Confirms and troubleshoots all alerts from remote monitoring tools and works to resolve all L1 issues related with network infrastructure, hardware and applications.
- Records all reported data center issues/events in trouble ticketing system and acts as first tier response and technical support for incident & problem resolution.
- Monitors, resolves, and/or manages all incoming operations incidents in the SDE ticketing system. Responsible for prioritizing any unresolved issues and escalating to the appropriate on-call staff so the ticket can be closed in a timely manner.

- Manages and communicates all Outages Incidents to Ops Managers and other Technical Operations personnel within SLA (Service Level Agreement) parameters. Performs timely notification updates to middle and senior management electronically and via telephone for extended outages and Maintenance Windows.
- Performs timely notification updates to middle and senior management electronically and via telephone within SLA parameters. Maintains the Outage and Maintenance database, the official Outage Announcement Templates, and all other associated reports and documentation.
- Performs timely follow up with clients on status and resolution of issue/event within SLA parameters.
- Prepares regular and ad hoc system performance and client contact reports to the Sr. NOC Engineer and/or NOC Manager.
- Aggressively follows up with NOC Engineers or Engineering staff on resolution of ticket and information update so ticket can be effectively closed in a timely fashion.
- Assists other Operations departments with multi-level support to resolve complex, technical problems.
- Maintaining current NOC Software tools and Monitoring systems. Responsible for researching new NOC monitoring tools as they become available.
- Works with other Department leads to develop and properly catalog SOP documents on the internal Opwiki and Knowledge Base.
- Create/Update incident and problem management procedures to be used by the 1st Level and 2nd Level 2 NOC Technicians.

#### **Other Duties and Responsibilities:**

- Participate in turnover process with previous and incoming shift teams to help sync and transfer any ongoing issues or outages.
- Available for on-call and emergency response rotation as needed.
- Maintain Client contact matrix (monthly/quarterly process).
- Respond to any additional needs coming from management
- Work with other staff and team members to maintain the on-call status of other Operations personnel.

#### **Competencies:**

- Teamwork works in concert with others toward shared goals, exhibits cooperativeness; participates in effective conflict resolution; collaborates cross-functionally; puts needs of organization over personal needs.
- Communication ensures that communications channels are open and that information and ideas are flowing in all appropriate directions; listens, asks for and uses input; shares information appropriately and openly; is accessible and receptive to positive feedback, constructive criticism, good and bad news.
- Excellence Orientation Strives to be the best that one can be and maximizes one's own potential in helping Citrix Online succeed; able to manage multiple projects simultaneously, exhibits resilience; persistence, tenacity and a continuous improvement mindset; is goal oriented with very high standards for quality of work; strong results orientation;
- Accountability Holds self accountable for keeping commitments and delivering the best possible performance; attention to detail; gets involved through resolution; assumes responsibility and follows up personally.
- Authenticity shows a genuine, accessible and caring side that builds trust, mutual support and credibility; listens, exhibits humility and gauges approachability of others; maintains composure; is able to be respectful and straightforward with others; develops trusting relationships; takes full responsibility for self; respects the confidentiality of and personally disengages from information they acquire, maintain, and use in their job.
- Innovation participates in an environment that is conducive to innovation and new ways of doing things; exhibits curiosity and open mindedness, suggests new ideas in response to business needs.

#### **Knowledge and Skills:**

- Bachelors degree or equivalent experience required.
- 3-5 years experience in a technical or network operations support environment.
- Knowledge of AtTask, Track-It!, SDE, or other ticketing systems a plus.

- Expertise with enterprise monitoring tools such as Zenoss, HP Openview, HP Insight Manager, SolarWinds, Nagios, Keynote, Etc., desired.
- Proven understanding of TCP/IP networking, SNMP, UNIX/Linux/Windows Server Operating Systems, HTTP/HTTPS, SMB, NFS, SMTP, IMAP, SSH, DNS, NTP, and Microsoft Office products are preferred.
- Strong written and verbal communication skills are necessary.
- Linux Certification or equivalent experience required with demonstrated understanding of command line tools to create, move, view, grep, sed, and other commands to investigate files and directories.
- Ability to update and configure Linux systems and packages.
- Linux scripting to automate system maintenance tasks.

**Physical Demands:**

- Ability to sit for extended periods of time.
- Lifting and transporting of moderately heavy objects, such as server or network equipment and peripherals.
- Dexterity of hands and fingers to operate a computer keyboard, mouse, power tools, and to handle other communications/computer components.

**Working Conditions and Environment:**

- Ability to work any shift in a 24/7/365 Environment is required.
- Ability to concentrate in loud areas when necessary.
- Ability to work extended hours, sometimes 12-16 hours a day.

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**Manager 2, Product Development (Req no: 22958)**

Currently, we're searching for a dynamic and innovative Manager of Quality Engineering with 8+ years of relevant product development experience to join our Web and Mobile Engineering team located in Bangalore, India.

If you're passionate about building a highly scalable and reliable platform, thrive in an innovative, cutting-edge startup-like environment, and consider yourself to be a top notch Engineering Manager, then Citrix, SaaS Division could very well be the perfect fit for you and your career.

**Qualifications and Requirements**

- 8+ years of Software Quality Assurance/Engineering experience; with 2+ years of experience managing and developing teams of highly skilled and motivated engineers
- Manage a team of quality engineers, enabling their professional development, and hiring and training the right skill sets aligned with strategy
- Refine and drive quality strategy including test automation at all levels (e.g. unit, integration, system-level, load, performance, etc.) as well as for Continuous Integration/Continuous Delivery (CI/CD)
- Experience in building cutting edge tools and automation frameworks which will enable on-tap Continuous Integration and Deployment (CI&CD) services for all Citrix SaaS products and significantly improve the quality and time to market for our deliveries is a big plus.
- Define and leverage industry best practices, tools and technologies and Quality Engineering processes to achieve excellent results
- Hands-on experience with the latest test automation tools (e.g. Selenium WebDriver, Appium, Robotium, JUnit, TestNG, etc.) and CI/CD tools and techniques (e.g. Jenkins, Bamboo, etc.)
- Experience working with Operating Systems (e.g. Windows, Linux, MacOS, iOS, Android, etc.) as well as various Internet technologies, (e.g. WebRTC, REST, JSON, TCP/IP, SIP, RTP)
- Strong experience in Mobile applications testing is required
- Cloud experience (e.g. AWS) in a SaaS business model is highly desirable
- Expertise in one or more programming or scripting languages is important, (e.g. C++, Java, Python, Perl, Shell, etc.)
- BS/MS Computer Science or equivalent
- Job Segment: Manager, Quality, QE, QA, Test, Automation, CI, CD, Networking, Cloud, Agile/Scrum, TDD

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**Software Engineer 2 - Oracle Database, Unix and Windows (Req no: 23275)**

**Position Summary**

The Software Engineer 2 is an experienced software engineer who designs, develops, tests and debugs complex ETL solutions for the Enterprise Data Warehouse, resolving issues in an innovative and practical way. The role is involved with planning and prioritization of design and development activities to resolve a wide range of issues. Having gained progressive recognition as a specialist in one or more fields, and is a key contributor to multiple successful projects. This role will work closely with the Business Analysts and Architects to understand business and technical requirements. They will then participate in translating those needs into efficient working solutions that will acquire the necessary data from various source systems and in turn, will populate various data models within enterprise data warehouse. Principal Responsibilities

- Responsible for analysis, design and development activities on multiple projects; plans, organizes, and performs the technical work within area of specialization.
- Designs the ETL data flow, develops and maintains the ETL solutions that acquire data from various source systems to load data into the Staging Area and eventually to the various data models within Data Warehouse
- Participates in data model design and technical reviews for given projects.
- Works closely with Project Managers and Business Analysts for project requirements.
- Works closely with the Business users for end delivery of the projects. May involve in Business user training and ongoing support.
- Works closely with technical operations team for ETL jobs. May also work closely with engineering teams for data sources.
- Meets or exceeds standards for the quality and timeliness of the ETL solutions that they create (e.g., technical requirements, data model designs, ETL code, ETL fixes).
- Reviews progress and evaluates results of assigned technical projects and processes against conformance to plans and specifications making recommendations based on the results; contributes to the creation of status, technical, and management reports as required
- Establishes and maintains thorough and accurate documentation of all work; writes technical specification documentation.
- Proactively provides recommendations to working groups regarding the improvement specific work practices in the wider organization (e.g., requirement specification, peer review, coding standards); recommends and executes continuous quality improvement in meeting business user needs
- Keeps technically abreast of trends and advancements within area of specialization, incorporating these improvements where applicable.
- Actively supports and applies the company's software engineering processes and architectural standards within EDW group

**Qualifications and Requirements**

Bachelor's degree or equivalent in computer science or related field with minimum of 4 years of directly related work experience; 2-3 years of work experience is required for individuals holding a Master's (1 year for PhD) in computer science or related field; equivalent experience may be substituted for formal education

- Expertise in one or more ETL Tools (e.g. Oracle Data Integrator) required.
- Knowledge and experience working with various data sources like web services (rest, soap), unstructured data files, flat files, message queues, xml based events, databases such as Oracle, Postgress or other databases required.
- Experience building OLAP cubes using Oracle technologies or MS SQL Server Analysis Services required.
- Advanced knowledge of Data Warehousing and Dimensional Data Modeling concepts required
- Demonstrated ability to design and develop ETL solution for complex project.
- Demonstrated ability to work and communicate effectively with Engineers, DBAs, Business Analysts and Business users.
- Knowledge and experience with one or more programming language like Java or scripting languages like Perl highly desired.
- Experience working on various reporting and dashboard tools highly desired.
- Experience and/or expertise in establishing measures or techniques to achieve data quality
- Extensive knowledge and discipline in software engineering process; experience as a contributor to complex projects, advising on design and development approach; knowledge of SDLC development methodologies
- Experience participating in the review of recent project activity and working practice

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**Software Test Engineer 1 (QA Testing, Windows, Linux or Unix, Networking knowledge) (Req no: 23877):**

**Position Summary:**



As part of Citrix Document Cloud team, the candidate will be responsible for software testing design, planning, scripting and execution for a variety of key Citrix Document Cloud products.

The individual needs to be self-motivated, creative and proactive, to work successfully in a fast-paced environment including multiple platforms and architectures, diverse technologies and lab environments. The individual will work closely with developers, managers, network engineers and other stakeholders throughout the SDLC, executing test iterations, tracking / reporting results, troubleshooting and coordinating defect resolution. The individual should have a strong understanding of SDLC processes along with concepts on QA lifecycle and methodology.

**Primary Duties / Responsibilities**

- Responsible for testing of products across OS platforms (e.g. Windows, Linux, Mac) for various features.
- Identify, isolate, interpret, and report defects, and work with developers to analyze requirements, and reproduce problems to get them resolved.
- Enable Citrix software to be tested frequently, quickly and automatically.
- May assist in formulating test plan(s), but generally follows guidelines set by test plan.
- Within scope of assignments, sets up test environments and updates bug database.
- Is familiar with, and follows, prescribed software engineering and test processes and procedures.
- Maintains thorough and accurate documentation of work and communication and feedback of technical issues to developers and test leadership
- Depending on project or group, may perform some programming.
- Scope of work may include both manual and automated test activities.
- Analyzes and reproduces problems reported by Customer Support.

**Qualifications (Knowledge, Skills, Abilities)**

- Knowledge of test methodologies, QA process, and software release cycle.
- Basic proficiency in writing and executing test cases.
- Good knowledge of Operating Systems and networking.
- Awareness of tools like BugZilla and Load Runner.
- Solid proficiency in test effort estimation and tracking.
- Prior knowledge of Quick Test Professional and Web Security testing.

**Requirements (Education, Certification, Training, Experience)**

- BS degree or equivalent in computer science, electrical engineering, or related field. Equivalent experience may be substituted for formal education.
- Formal training in Quality Assurance or 1+ years of experience in QA.

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**Senior Software Engineer 1 (Automation Testing,C#,Mob app automation development) (Req no: 23879)**

**Position Summary**

We are seeking an experienced and highly motivated Software Development Engineer 2 in Test who is interested in joining the Document Cloud Team. In this role, you will work together with a group of talented software developers, testers, architects to ensure International quality of Citrix products. As a Senior Software developer in Test on the Document Cloud team, you will be responsible for the delivery of an Enterprise Class automation system that can help move quality upstream in an software engineering process. One of your core responsibilities will be to mentor the junior members in the team and help achieve the group's goals. You will be working with a wide variety of technology and virtualization platforms from traditional Windows, Mobile and Linux to the latest hypervisors. This is also a great opportunity to gain experience and guidance from some of the

most talented developers in the world in the virtualized application and desktop space.

**Principal Responsibilities:**

Enable Citrix software to be tested frequently, quickly and automatically. This would entail designing, implementing, executing, and debugging automated test tools using C# and PowerShell.  
Experienced in understanding and contributing to designing the complex Test frameworks incorporating the software Document Cloud Team considerations.  
Has demonstrated the design and execution of successful test automation projects in the past.  
Has an experience in testing the complex software in the past.  
In addition to hands-on technical development activities, provides guidance in the analysis and conceptual design of proposed projects.  
Participates in determining feasibility of proposed projects and the overall plan for implementation.  
Operates as Subject Matter Expert and/or owner of moderate-complex software modules.  
Reviews progress and evaluates results of assigned technical projects and process against conformance to plans and specifications making recommendations based on the results. Documents accordingly.  
Teams up well with the Document Cloud Team test execution team to deliver high value.  
Networks with key contacts outside own area of expertise and other departments on technical matters.  
Understands and evangelizes the nuances of Document Cloud Team technical architecture of a Citrix product.  
Keeps technically abreast of trends and advancements within area of specialization, incorporating these improvements into the overall process and anticipating their application in future projects

**Your daily tasks will include:**

Analyzing Document Cloud Team test automation requirements and contribute to automation framework design.  
Designing and implementing code to build/modify a world-class test automation system.  
Bring in positive influence to the test project teams and ensure the execution of scripts to help deliver the automation ROI.  
Exploring product quality issues and triaging automated test runs.  
Mentoring junior members in the team to help them scale-up.  
Liaising with product teams and quickly grasp their automation framework.  
Own Document Cloud Team test automation deliverables from technical stand-point.  
Actively help Document Cloud Team Services team meet its strategic goals

**Qualifications and Requirements**

BS degree or equivalent in computer science, electrical engineering, or related field is required  
5+ years of directly related work experience preferred.  
Knowledge of mobile development technologies is must.  
Strong experience in at least one major OS (e.g. Windows, Linux, Mac).  
Strong experience in developing automation framework and test scripts using C#/PowerShell.  
Strong knowledge in software engineering process.  
Good experience in mobile app automation development.  
Demonstrated success as a tester and test automation engineer in the past.

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**Software Engineer 2 (ODI,mysql,SDLC,Windows.Linux,Reporting tool) (Req no: 23276)**

**Objective of Position**

The Software Engineer 2 is an experienced software engineer who designs, develops, tests and debugs complex ETL solutions for the Enterprise Data Warehouse, resolving issues in an innovative and practical way. The role is involved with planning and prioritization of design and development activities to resolve a wide range of issues. Having gained progressive recognition as a specialist in one or more fields, and is a key contributor to multiple successful projects. This role will work closely with the Business Analysts and Architects to understand business and technical requirements. They will then participate in translating

those needs into efficient working solutions that will acquire the necessary data from various source systems and in turn, will populate various data models within enterprise data warehouse.

### Principal Responsibilities

- Responsible for analysis, design and development activities on multiple projects; plans, organizes, and performs the technical work within area of specialization.
- Designs the ETL data flow, develops and maintains the ETL solutions that acquire data from various source systems to load data into the Staging Area and eventually to the various data models within Data Warehouse
- Participates in data model design and technical reviews for given projects.
- Works closely with Project Managers and Business Analysts for project requirements.
- Works closely with the Business users for end delivery of the projects. May involve in Business user training and ongoing support.
- Works closely with technical operations team for ETL jobs. May also work closely with engineering teams for data sources.
  
- Meets or exceeds standards for the quality and timeliness of the ETL solutions that they create (e.g., technical requirements, data model designs, ETL code, ETL fixes).
- Reviews progress and evaluates results of assigned technical projects and processes against conformance to plans and specifications making recommendations based on the results; contributes to the creation of status, technical, and management reports as required
- Establishes and maintains thorough and accurate documentation of all work; writes technical specification documentation.
- Proactively provides recommendations to working groups regarding the improvement specific work practices in the wider organization (e.g., requirement specification, peer review, coding standards); recommends and executes continuous quality improvement in meeting business user needs
- Keeps technically abreast of trends and advancements within area of specialization, incorporating these improvements where applicable.
- Actively supports and applies the company's software engineering processes and architectural standards within EDW group

### Knowledge and Skills

- Bachelor's degree or equivalent in computer science or related field with minimum of 4 years of directly related work experience; 2-3 years of work experience is required for individuals holding a Master's (1 year for PhD) in computer science or related field; equivalent experience may be substituted for formal education
- Expertise in one or more ETL Tools (e.g. Oracle Data Integrator) required.
- Knowledge and experience working with various data sources like web services (rest, soap), unstructured data files, flat files, message queues, xml based events, databases such as Oracle, Postgress or other databases required.
- Experience building OLAP cubes using Oracle technologies or MS SQL Server Analysis Services required.
- Advanced knowledge of Data Warehousing and Dimensional Data Modeling concepts required
- Demonstrated ability to design and develop ETL solution for complex project.
- Demonstrated ability to work and communicate effectively with Engineers, DBAs, Business Analysts and Business users.
- Knowledge and experience with one or more programming language like Java or scripting languages like Perl highly desired.
- Experience working on various reporting and dashboard tools highly desired.
- Experience and/or expertise in establishing measures or techniques to achieve data quality
- Extensive knowledge and discipline in software engineering process; experience as a contributor to complex projects, advising on design and development approach; knowledge of SDLC development methodologies
- Experience participating in the review of recent project activity and working practice

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## **Lead Build Engineer - SaaS (Req no: 23981)**

### **Position Summary**

The Senior Software Tools Engineer 1 is an experienced software engineer who designs, develops, tests, troubleshoots a complex builds/tools/deployment infrastructure to support the rapid pace of our development team, resolving issues in innovative and practical ways. The role is involved with planning and prioritization of design and development activities to resolve a wide range of issues; having gained progressive recognition as a specialist in one or more fields, and is a key contributor to multiple successful projects, and through their leadership and experience is able to inspire and help develop more junior team members; and may moderate peer review and mentor junior staff.

### **Principal Responsibilities**

- Responsible for analysis, design and development activities on multiple projects; plans, organizes, and performs the technical work within area of specialization; participates in design activity with other programmers on technical aspects relating to the project, including functional specifications, design parameters, feature enhancements, and alternative solutions; estimates, creates and delivers work products across the sub-disciplines of system administration, tools management and systems engineering, including: requirement development, configuration design, implementation estimation, architecture design, configuration testing, adapting for optimal usage, documenting implementation steps as well as maintenance, and performing system maintenance.
- Meets or exceeds standards for the quality and timeliness of the work products that they create (e.g., requirements, designs, code, fixes)
- Actively supports and provides guidance on the company's tools management processes and standards
- Reviews progress and evaluates results of assigned technical projects and processes against conformance to plans and specifications making recommendations based on the results; contributes to the creation of status, technical, and management reports as required
- Establishes and maintains thorough and accurate documentation of all work; writes technical specification documentation and actively participates in reviews
- Implements, unit tests, debugs and integrates complex toolsets; designs, writes, conducts, and directs the development of tests to verify the functionality, accuracy, and efficiency of the tools infrastructure; analyzes results for conformance to plans and specifications making recommendations based on the results
- Proactively provides recommendations to working groups regarding the improvement of specific work practices in the wider organization (e.g., build/deployment best practices, coding standards); recommends and executes continuous quality improvement in meeting internal and external customer requirements (including customer escalation and cross-team support)
- Generally provides technical direction and project management within a project/scrum team with increased leadership of others; provides guidance in methodology selection, project planning, the review of work products; may serve in a part-time technical lead capacity to a limited number of junior engineers, providing immediate direction and guidance
- Works closely with other engineering team members and departments (Products, Marketing, Research, Ops) on technical matters and may interact with vendors or customers on technical information or modifications related to design, development, and research projects
- Keeps technically abreast of trends and advancements within area of specialization, incorporating these improvements where

applicable; attends technical conferences as appropriate

### Qualifications and Requirements

- BS degree or equivalent in computer science, electrical engineering, or related field is preferred, with a minimum of 4 years of directly related work experience. 2 years of work experience is required for individuals holding a MS (1 year for PhD) in one of these fields. Equivalent experience may be substituted for formal education.
- Experience with Agile/SCRUM methodologies, Continuous Build, Integration, Delivery (CI/CD) and related tools (Jenkins, Bamboo). Working knowledge of the entire SDLC, including the build, test, release and QA process
- Experience working with and administering Windows, Mac, and Linux systems.
- Experience with databases a plus (Oracle, MySQL, PostgreSQL)
- Experience in automated builds, deployments, rollbacks, dependency matrix and troubleshooting in multiple environments (Dev, QA, Staging, Production, etc.)
- Experience with defect tracking systems (JIRA, BugZilla, jFrog, etc).
- Experience with development and collaboration tools (Clover, Confluence, FishEye, Crucible)
- Experience with build and deployment tools (Ant, Maven, Puppet, Yum, IBM Rational Buildforge)
- Expertise with source code control and configuration management (GIT, Perforce etc.)
- Working knowledge of SCM best practices and applications deployed in a hosted environment
- Experience with artifact repositories (Archiva, Nexus, Artifactory, etc.) and Knowledge of test automation frameworks (JUnit, Selenium, Fitness)
- Experience with static code analysis tools (Fortify, Coverity) a plus
- Strong programming and scripting prowess, with 2+ years of experience in Java, Unix, Ant or Maven and proficiency in more than one scripting languages (JavaScript, shell, Perl, Ruby, and/or Python)
- Experience with Visual Studio and Xcode a plus.
- Champion process improvements and automation
- Excellent analytical, problem solving skills, and attention to detail
- Ability to drive and a basic understanding of how to lead others and manage complex technical projects/tasks at a detail level in a fast paced environment
- Ability to quickly identify gaps or issues in automated process and come up with innovative solutions
- Possess strong interpersonal skills and self-starter who is not afraid to take calculated risks
- Fast learner, with passion to learn new frameworks, technologies and innovate to create tools and processes that improve development productivity
- Demonstrated technical leadership skills and ability to transfer knowledge effectively.

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## **Senior Software Test Engineer 1 (Java, Automation/Mob app testing, Windows) (Req no: 24228)**

### **Position Summary:**

We are seeking an experienced and highly motivated Senior Software Engineer 1 in Test who is interested in joining the Communications Cloud Team. In this role, you will work together with a group of talented software developers, testers, architects to ensure International quality of Citrix products. As a Senior Software developer in Test on the Communications Cloud team, you will be responsible for the delivery of an Enterprise Class automation system that can help move quality upstream in an software engineering process. One of your core responsibilities will be to mentor the junior members in the team and help achieve the group's goals. You will be working with a wide variety of technology covering windows and mobile app development.

### **Principal Responsibilities:**

Enable Citrix software to be tested frequently, quickly and automatically. This would entail designing, implementing, executing, and debugging automated test tools using Core Java & some proprietary frameworks.

Experienced in understanding and contributing to designing the complex Test frameworks incorporating the Communications Cloud Team considerations. Has demonstrated the design and execution of successful test automation projects in the past.

Has an experience in testing the complex software in the past.

In addition to hands-on technical development activities, provides guidance in the analysis and conceptual design of proposed projects. Participates in determining feasibility of proposed projects and the overall plan for implementation. Operates as Subject Matter Expert and/or owner of moderate-complex software modules.

Reviews progress and evaluates results of assigned technical projects and process against conformance to plans and specifications making recommendations based on the results. Documents accordingly. Teams up well with the Communications Cloud Team test execution team to deliver high value. Networks with key contacts outside own area of expertise and other departments on technical matters.

Understands and evangelizes the nuances of Communications Cloud Team technical architecture of a Citrix product. Keeps technically abreast of trends and advancements within area of specialization, incorporating these improvements into the overall process and anticipating their application in future projects

### **Principal Responsibilities:**

Enable Citrix software to be tested frequently, quickly and automatically. This would entail designing, implementing, executing, and debugging automated test tools using Core Java & some proprietary frameworks.

Experienced in understanding and contributing to designing the complex Test frameworks incorporating the Communications Cloud Team considerations. Has demonstrated the design and execution of successful test automation projects in the past.

Has an experience in testing the complex software in the past.

In addition to hands-on technical development activities, provides guidance in the analysis and conceptual design of proposed projects. Participates in determining feasibility of proposed projects and the overall plan for implementation. Operates as Subject Matter Expert and/or owner of moderate-complex software modules.

Reviews progress and evaluates results of assigned technical projects and process against conformance to plans and specifications making recommendations based on the results. Documents accordingly. Teams up well with the Communications Cloud Team test execution team to deliver high value. Networks with key contacts outside own area of expertise and other departments on technical matters.

Understands and evangelizes the nuances of Communications Cloud Team technical architecture of a Citrix product. Keeps technically abreast of trends and advancements within area of specialization, incorporating these improvements into the overall process and anticipating their application in future projects

### **Qualifications and Requirements**

BS degree or equivalent in computer science or related field is required 5+ years of directly related work experience preferred. Knowledge of windows mobile development technologies is must. Good experience in Windows 8 Metro apps & Win RT platform.

Strong experience in developing automation framework and test scripts using Java. **Nice to have C# skills as well.**  
Strong knowledge in software engineering process.  
Good experience in mobile app & UI automation development.  
Familiarity with Maven, TestNG  
Demonstrated success as a tester and test automation engineer in the past.  
Flexible to adapt to company's needs and pick up new skills and contribute to any product.

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**Senior Software Engineer (Objective C, Cocoa framework - UX Developer) (Req no: 24051)**

**Position Summary:**

NetScaler Gateway is a secure application, desktop and data access solution that gives IT administrators granular application-level and device-level policy and action controls over access to corporate content, while allowing users to work from anywhere using SmartAccess and the XenMobile Micro VPN technologies. It provides a single point of control and tools to help IT administrators ensure compliance with regulations and protect corporate information with the highest levels of security, both within and outside the enterprise. At the same time, NetScaler Gateway empowers users with a single point of access—optimized for roles, applications, devices and networks—to the enterprise applications and data they need. This unique combination of capabilities helps maximize the productivity of today's mobile workforce.

**Primary Duties / Responsibilities:**

NetScaler Gateway plays main role in providing controlled access to corporate resources through VPN, secure access to Citrix XenDesktop, Citrix XenApp and Citrix XenMobile deployments. You as a senior development engineer will be responsible to design and develop solutions around these focus areas. As a Senior Software Engineer you will be assigned to design, develop, troubleshoot and debug complex software features related to "VPN technology". Interact with senior internal and external personnel and customers.

Job duties include

- systems and server software development on FreeBSD Unix platforms;
- utilization of multi-threaded programming;
- C programming;
- network and systems programming;
- kernel debugging;
- internetworking protocols such as TCP/IP, SSL and HTTP;
- Authentication protocols and Single Sign-On; implementation of networking products.

**Qualifications (include Knowledge, Skills, Abilities, Related Work Experience):**

**Education:**

B.Tech or M.Tech in Computer Science or equivalent.

**Experience:**

Hands on experience of 6- 8 years of industry experience.

**Skills**

- Strong system programming skills, with extensive experience developing networking software on UNIX / LINUX platforms with C (C++ would be good)
- Good knowledge of TCP/IP networking is a must.
- Good knowledge of Data Structures, Algorithms and OS
- Hands on experience in Multi-threaded programming, and good knowledge of networking concepts
- Strong design skills
- Ability to troubleshoot complex customer escalations, performance problems

- Have a strong sense of ownership, urgency and drive
- Good written and verbal communication skills. Ability to effectively communicate with cross functional teams across the organization

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**Customer Experience:**

**Senior Interaction Designer – 1 Position (Req no: 23666):**

**Senior Product Designer**

Citrix SaaS is growing and we're looking for a Senior Product Designer to join our Customer Experience team in Bangalore. We're passionate about our "simpler is better" design philosophy, so we're looking for someone with a talent for creating clean, intuitive, and usable interfaces to join our team of highly collaborative designers.

**Responsibilities**

As a Senior Product Designer, you will work in a team of talented and highly collaborative UX designers and drive the design of a wide range of projects for our SaaS business.

Working on software design projects requires an excellent understanding of user-centered design, great communication skills, and the ability to see both the forest and the trees. You will work closely with our product managers, architects, designers, researchers, editors and customers to understand and communicate user needs and business requirements; create design deliverables such as sketches, wireframes, storyboards, flows and mockups to communicate design solutions to multiple audiences; and work with developers within an agile development process to ensure a polished and easy-to-use end product. You will also work with user experience researchers to translate user research and usability study findings into design improvements.

**In-depth Product/Domain Knowledge**

Must demonstrate significant experience and deep understanding of a product and its users.

A minimum of 5 years' experience in product/ domain space with M.Des. / PGDPD or 7 years' experience with B.Des. / GDPD or equivalent (preferably with specialization in Interaction Design/ HCI).

- Collaborates closely with user researchers and contributes to research strategy
- Advocates the role of design in the development process
- Understands business goals in regards to the product area
- Works to broaden product and domain expertise

**Collaboration and Leveraging the Knowledge of Others**

Shows the ability to work well with others.

- Takes ownership of the design and works closely and effectively with the broader Product Design team, Product Management and Engineering leaders
- Receives, weighs, and integrates diverse feedback from a multi-disciplinary team
- Able to work effectively in a fast-moving environment, juggle multiple projects, and prioritize work



## **Strong Presentation and Communication Skills**

Must present and communicate their design work to both PD members and outside audiences.

- Presents designs in a clear, confident, professional, and cogent manner to diverse audiences
- Able to explain rationale for design decisions within a larger context
- Regularly communicates project status and shares design iterations
- Understands the mission and goals of UX and is able to communicate this to product teams

## **How to Apply**

**Please include a link to work samples or an online portfolio in your CV.** This is a full-time on-site position with benefits in Bangalore, India.

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## **Mobile Platform Group**

### **Manager 2, Product Development (Req no: 21974)**

#### **Position Summary:**

Experienced Test Manger assigned to design, develop, troubleshoot and debug complex mobile applications, resolving issues in innovative and practical ways. Involved with planning and prioritization of design and development activities to resolve a wide range of issues. Ability to multitask; works on problems of diverse scope where analysis of data requires evaluation of identifiable factors. Demonstrates good judgment in selecting methods and techniques for obtaining solutions. Interacts with senior internal and external personnel. Takes initiative to plan and execute own work assignments.

#### **Primary Duties / Responsibilities:**

The ideal candidate will have demonstrated experience in effectively performing the following activities:

- Responsible for testing of products across OS platforms (e.g. iOS and Android) for various features.
- Scope of work may include both manual and automated test activities.
- Perform exploratory testing and Ability to troubleshoot a problem based of incident reports, assisting dev to reproduce the incidents.
- Should be passionate, owner, excellent team player and ability to mentor other members.
- Is familiar with, and follows, prescribed software engineering and test processes and procedures.
- Maintains thorough and accurate documentation of work and communication and feedback of technical issues to developers and test leadership
- Identify, isolate and report product defects and recommend corrective actions where possible
- Should be a team player with excellent attitude towards owning the work
- Good understanding of testing methodologies and concepts.
- Hands on experience in analyzing & recreating the problems in the products
- Should have Strong Analytical skills to identify the root cause & Problem solving ideas are required.
- Hands-on skills on Java and Objective-C or any other programming language is an added advantage.

#### **In the Development Cycle, the Test Manager should be capable of performing the following responsibilities:**

- Review the team's development, automation, and test plans and ensure complete planning, specifically for components whose different aspects are covered by different teams
- Ensure schedules conform to global milestones and coordinate changes to schedules when milestones change
- Identify technical risks and work with teams to resolve or mitigate them
- Assure dev-test pairing are conducted properly
- Assure the bug tracking setup (components, features, etc) is deterministic and ideal for the closedown
- Proactively look for and investigate inefficiencies within the development cycle and help to resolve

- Identify release vehicles and delivery strategies
- Create and communicate processes for each deliverable within the Closedown
- Be able to understand the morale of the team, frustrations, and challenges, and react empathetically while still achieving results

**In the Closedown Cycle, the Test Manager should be capable of performing the following responsibilities:**

- Track global teams progress towards relevant product milestones through daily status, weekly status, trends meetings, and other mechanisms
- Identify teams impacted by new goals and assure acceptance and coverage by those teams or rejection as necessary
- Look for and investigate inefficiencies within the closedown and help to resolve
- Provide technical status on high-profile issues when they are identified
- Attend all related DAT meetings to identify project risks and issues and communicate them to the DAT team and the release managers
- Communicate status of project and appropriate intervals
- Assure appropriate Build strategies are in place

**Scope of Work at Test Manager**

- Works on diverse issues where analysis of situations or data requires an in-depth evaluation identifiable multiple variable factors. Exercises solid independent judgment in methods, techniques and evaluation criteria for obtaining results.
- In addition to hands-on technical development activities, provides guidance in the analysis and conceptual architecture and design of proposed projects.
- Works with Product Management in determining feasibility of proposed projects and the overall plan for implementation.
- Operates as Subject Matter Expert and overall owner of release.
- Contacts pertain to matters often involving coordination among groups.
- Acts independently to determine methods and procedures on new or special assignments.

Qualifications (Knowledge, Skills, Abilities)

**Requirements (Education, Certification, Training, Experience)**

- Minimum of 9-10+ years of directly related work experience with at least 1-2 year as a manager.
  - At least 2 years of testing Android/ iOS experience
  - At least 2-6 years of Network Protocol Testing experience
  - Strong testing experience in TCP/IP, HTTP.SSL
  - Must have been involved with at least two commercially available products on Android or iOS
  - Strong understanding of Security concepts around mobility domain.
  - Strong communicator that is capable of collaborating across multiple geography's.

**Good to have:**

- Experience with working across multiple Geo's.
- Understanding of Mobile Application frameworks.
- Understanding of IOS/Android SDK.
- Experience with using version control repositories such Perforce.
- Solid understanding of Apple's User Interface Guidelines.
- Experience with Agile development.
- Proficiency in IOS/Android development tools.
- Solid understanding of IOS/Android Application development process.
- Experience with using version control repositories such Perforce.
- Solid understanding of Networking Technologies.
- Experience in using performance optimization tools is also a plus.
- Experience in small form factor User interface Design is a plus
- Familiarity with Virtualization is a plus.

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**Senior Software Test Engineer 1 (Req no: 23167)**

Intermediate level position that performs security analysis, testing and automation on existing or new products and provides security guidance and input to product engineers. Learns and follows standard practices and procedures. Normally provides general guidance and/or direction on routine work to achieve overall program performance, schedule and quality standards.

**Primary Duties / Responsibilities**

- Performs tasks of limited scope involving product security analysis, testing and automation
- Providing security guidance on potential security issues in software components.
- Creation and Automation of security test suite based on the scope of assignment.
- Applies established security principles and practices to complete assignments and ensure quality output.
- Solicits input and expertise to carry out assignments correctly.
- Establishes and maintains thorough and accurate documentation of all work.
- Communicates technical issues within scope of assignment.
- Assists in the provision of security guidance materials and training for product engineers.
- Conducts reviews of specific security fixes as necessary.

- Proficiency in System Internals and System Security (Windows/Unix)
- Proficiency in a programming/scripting language(s) (e.g. C, C++, Python)
- Excellent capabilities to identify security vulnerabilities and root cause analysis.
- Demonstrated understanding of Computer Science fundamentals (Algo, DS, OS, Networks).
- Solid understanding of most common software vulnerabilities and standard secure coding practices.
- Understanding of basic software lifecycle process, and security development lifecycle.

**Requirements (Education, Certification, Training, Experience)**

- BS degree or equivalent in computer science, electrical engineering, or related field. Equivalent experience may be substituted for formal education.
- Relevant work experience or applied coursework

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**Senior Software Engineer 2 (Req no: 23833)**

**Position Summary:**

As a Senior Software Engineer you will be assigned to design, develop, troubleshoot and debug complex software applications, resolving issues in innovative and practical ways. You will be involved with planning and prioritization of design and development activities to resolve a wide range of issues. You will be expected to demonstrate the ability to multitask; works on problems of diverse scope where analysis of data requires evaluation of identifiable factors. You should also demonstrate good judgment in selecting methods and techniques for obtaining solutions. You will be required to interact with senior internal and external personnel. You will be taking initiative to plan and execute own work assignments. You will have to often act as a Tech Lead on complex projects and may be a sub-group Lead.

**Core Level Qualifications:**

Education: B.Tech or M.Tech in Computer Science or equivalent.

**Experience**

- Hands on experience of at least 5+ years of software development lifecycle

**Mandatory skills**

- Proficiency in Objective C
- Good knowledge of Data Structures, Algorithms and OS
- Experience with relational databases and complex object models
- Hands on experience in Multi-threaded programming, and good knowledge of networking concepts
- Strong design skills
- Ability to troubleshoot complex customer escalations, performance problems
- Have a strong sense of ownership, urgency and drive

**Desirable skills**

- Proficiency in iOS application development will be a big plus
- In depth understanding of Apple recommended guidelines and best practices for coding
- Experience building complex software systems that have been successfully delivered to customers
- Knowledge of professional software engineering practices & best practices for the full software development life cycle, including coding standards, code reviews, source control management, build processes, testing, and operations
- Ability to take a project from scoping requirements through actual launch of the project
- Experience in communicating with users, other technical teams, and management to collect requirements, describe software product features, and technical designs.

**Qualifications and Requirements:**

Expectations on the role:

- Designs, develops, and troubleshoots moderate-complex software applications.
- In addition to hands-on technical development activities, provides guidance in the analysis and conceptual design of proposed projects.
- Participates in determining feasibility of proposed projects and the overall plan for implementation.
- Operates as Subject Matter Expert and/or owner of multiple moderate-complex software modules.
- Responsible for leading the integrity of technical work on significant concurrent projects.
- Acts as technical lead to direct requirements analysis, and writing of engineering requirement(s) and design specifications for projects of moderate to complex scope.
- Reviews progress and evaluates results of assigned technical projects and process against conformance to plans and specifications making recommendations based on the results. Documents accordingly.
- Networks with key contacts outside own area of expertise and other departments on technical matters.
- Generally provides technical direction, delegation, and project management within a project team with increased leadership of others.
- Recommends and executes continuous quality improvement in meeting internal and external customer requirements (including customer escalation and cross-team support).

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**Software Engineer 2 (Req no: 24469)**

**Position Summary:**

As a Senior Software Engineer you will be assigned to design, develop, troubleshoot and debug complex software applications, resolving issues in innovative and practical ways. You will be involved with planning and prioritization of design and development activities to resolve a wide range of issues. You will be expected to demonstrate the ability to multitask; works on problems of diverse scope where analysis of data requires evaluation of identifiable factors. You should also demonstrate good judgment in selecting methods and techniques for obtaining solutions. You will be required to interact with senior internal and external personnel. You will be taking initiative to plan and execute own work assignments. You will have to often act as a Tech Lead on complex projects and may be a sub-group Lead.

Core Level Qualifications:

Education: B.Tech or M.Tech in Computer Science or equivalent.

Experience

- Hands on experience of at least 3-5 years of software development lifecycle

Mandatory skills

- Proficiency in Objective C
- Good knowledge of Data Structures, Algorithms and OS
- Experience with relational databases and complex object models
- Hands on experience in Multi-threaded programming, and good knowledge of networking concepts
- Strong design skills
- Ability to troubleshoot complex customer escalations, performance problems
- Have a strong sense of ownership, urgency and drive

Desirable skills

- Proficiency in iOS application development will be a big plus

- In depth understanding of Apple recommended guidelines and best practices for coding
- Experience building complex software systems that have been successfully delivered to customers
- Knowledge of professional software engineering practices & best practices for the full software development life cycle, including coding standards, code reviews, source control management, build processes, testing, and operations
- Ability to take a project from scoping requirements through actual launch of the project
- Experience in communicating with users, other technical teams, and management to collect requirements, describe software product features, and technical designs.

**Qualifications & Requirements:**

Expectations on the role:

- Designs, develops, and troubleshoots moderate-complex software applications.
- In addition to hands-on technical development activities, provides guidance in the analysis and conceptual design of proposed projects.
- Participates in determining feasibility of proposed projects and the overall plan for implementation.
- Operates as Subject Matter Expert and/or owner of multiple moderate-complex software modules.
- Responsible for leading the integrity of technical work on significant concurrent projects.
- Acts as technical lead to direct requirements analysis, and writing of engineering requirement(s) and design specifications for projects of moderate to complex scope.
- Reviews progress and evaluates results of assigned technical projects and process against conformance to plans and specifications making recommendations based on the results. Documents accordingly.
- Networks with key contacts outside own area of expertise and other departments on technical matters.
- Generally provides technical direction, delegation, and project management within a project team with increased leadership of others.
- Recommends and executes continuous quality improvement in meeting internal and external customer requirements (including customer escalation and cross-team support).

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**Software Test Engineer 2 (Req no: 24660)**

**Objective of Position: Software Test Engineer 2**

The Software Test Engineer 2 is a mid level contributor responsible for oversight of test planning, test case, Active directory deployments design and interaction with developers in creating solutions to improve quality of software products. This role demonstrates expertise in a variety of test and QA practices, concepts and procedures, including automated testing; relies on extensive judgment and wide-ranging experience to plan and accomplish goals with engineering team(s); performs consultation on complex projects; is sought out for guidance regarding methods, techniques and evaluation criteria for obtaining results.

**Principal Responsibilities**

Hands on experience in implementing, operating, tuning and troubleshooting on Active Directory Enterprise Solutions.

Awareness of various LDAP (OpenLdap, e-Directory, IBM Directory, etc) flavors added advantage.

Active Directory Services with various deployments awareness / knowledge

Active Directory replication and performance Skills

Strong Active Directory troubleshooting skills and experience

Fundamental networking knowledge – IP, DHCP, DNS, WINS, routing etc.

Provides leadership and technical direction related to estimating, designing, developing and executing test procedures and cases to verify the functionality, accuracy, and efficiency of complex developed or enhanced software applications across

multiple concurrent XenMobile Server (Mobile device and application management) projects, based on requirements relevant to automated test planning and creation for product and system testing

Leads conception and writing of test strategy and/or test cases and scripts for major release/core functional areas in XenMobile Server; analyzes and understands each project's environment, architecture, and interdependencies and leads others to determine and apply appropriate test methodologies and cases relative to applications being tested; inspires and leads team members in the planning, development and execution of functional and system level testing (including reusable and maintainable automated scripts) of products across all platforms to test various features

Works with immediate and cross-functional distributed teams to evaluate and interpret functional, design and requirements specifications; leads conception and writing of test plans and/or test cases for major release/core functional areas

Leads effort to establish severity and scope of issues to guide prioritization for resolution by Engineering; leads design activity with other programmers on technical aspects relating to testing, including functional specifications, design parameters, feature enhancements, and alternative solutions

Presents software defect tracking and regression updates and reports with recommendations to various stakeholders through the entire project release; presents software defect tracking and regression reports to various stakeholders for entire product release; prepares and presents project status and technical reports to team members, developers, QA and Tech leadership, as well as business stakeholders

Reviews, establishes, maintains and guides others in the development of thorough and accurate documentation as well as templates and improvement of processes and communicates technical issues to Engineering leadership, Tech Leads and Project Managers and business stakeholders.

Fosters learning and growth for group members through advice, guidance and mentoring, and creates and/or delegates challenging assignments to help individuals advance their careers; often leads team when needed, and may as Manager in times of managerial absence

Maintains close liaison with other departments on technical matters and works closely with vendors or customers on issues relating to Citrix products; acts as a Test expert in project team meetings and accurately communicates results

### **Knowledge and Skills**

Bachelor's or Master's degree or equivalent in computer science, electrical engineering, or related field; for individuals holding an advanced degree in one of these fields, additional years of formal education may be regarded as equivalent work experience

5 + years of directly related work experience; equivalent experience may be substituted for formal education

Experience providing leadership to others with regard to release procedures, test methodologies, QA process, software defect tracking and Automated Test tools and frameworks

Experience leading others in incorporating product quality in software requirements for features and system qualities (including performance and security), product design, software design, estimates, source code, test plans, unit test harnesses, software and system performance data, software product information and bug fixes

Experience as a leader on complex projects, advising on design and development approach; demonstrated success as leader of a product test team working on several projects related to a major release with expertise implementing, unit testing, debugging and integrating complex code for a major project; demonstrated success helping others to apply appropriate test methodologies including writing test plans and test cases

Expertise in one or more object oriented languages (e.g., C++ or Java), and one or more scripting languages (e.g., Unix shell, PERL, Java script); expertise in OOAD principles and methodologies (e.g., UML), networking, multi-threaded programming and OS concepts

Expert level knowledge of Windows and Mac OS as well as native applications including installation and configuration; good UNIX knowledge; solid understanding of web based software/protocols and database concepts; good understanding of software programming structure

Expertise in advanced programming environments and concepts highly desired (e.g., J2EE, OS internals, network appliances); experience with Internet technologies (e.g., HTML, XML, TCP/IP)

Expertise in relational database technologies (SQL, schema design)

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**Cloud Networking Group:**

**Staff Software Engineer (TCP/IP & OS Internals Linux, SSL ), (Req no: 22310)**

The Citrix NetScaler ADC is the Citrix solution for load balancing and content switching, application offloading, attack protection, application firewalling and more. It enables the datacenter network to become an end-to-end service delivery fabric to optimize the delivery of all web applications, cloud-based services, virtual desktops, enterprise business apps and mobile services.

**Role & Responsibilities:**

- Has strong technical experience in product design and development in the domain of networking protocols, configuration infrastructure for a distributed system, network management. Recognized as an expert for software engineering processes like requirement analysis, design, coding of global standard, code review etc., He or she is capable of working on a variety of projects as a technical leader.
- Develops and applies advanced state-of-the-art engineering theories, methods, and research techniques in the investigation and solution of complex problems affecting a major project.
- Analyzes requirements, and writes software requirement and design specifications for complex projects.
- Analyzes, evaluates, and plans methods of approach to solve problems
- Acts as engineering tools expert and can propose new ones. This is very critical.
- Coordinates the technical design activity with others in team to ensure consistent and integrated approaches across projects.
- Provides input to and generates documentation for new or existing projects as well as reusable code.
- Prepares status, technical, and management reports as required.
- Work on critical customer escalations & provide the input to the system to make it better.
- Identifies possible optimizations & performance improvements in the system & discuss with architects & leads.
- Constantly engages in continuous quality improvement in the system by implementing processes, researching an leveraging different tool etc.,
- Understand different possible distributed system architecture & propose a new architecture based on need.
- Overall technical expert that trains and mentor others.
- Often serves as consultant to management.

**Qualifications & Requirements**

- 7+ years of experience in product development
- Extensive Hands on Programming Experience in 'C'
- Good Knowledge of TCP Protocol is Must. Experience in some TCP Stack implementation is a Plus.
- Proficient in Debugging using 'gdb' and any memory analysis tools. Must have experience in debugging crashes.
- Basic OS Internal knowledge is a Must.
- Knowledge of SSL or PKI is a plus.
- BS or MS degree in computer science, electrical engineering, or related field is required

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**Senior Software Test Engineer 2 (L4 to L7, Automation Testing) – 2 Position (Req no: 22806)**

**Position Summary:**

Senior level Test engineer assigned to test production software on multiple projects of moderate to high complexity and scope from the QA delivery through release. Utilizes knowledge and relevant practical experience and exercises judgment in completing assigned tasks in an efficient and timely manner.

Works on projects requiring technical decision making and input to schedules.

**Education & Experience Required**

- BS or MS degree or equivalent in a technical field preferred, with at least 8+ years of directly related work experience, in Networking Software Product Release Cycle.
- Scope of work will include the development of a suite automated test building blocks from both a white and black box perspective.
- Identify, isolate, interpret, and report defects, and work with developers to analyze requirements, and reproduce problems to get them resolved.
- Good knowledge of FreeBSD, Windows Operating Systems, Linux and L4-L7 networking (HTTP, SMB, MAPI, SSL, Authentication ,Protocols)
- Hands-on Test planning, test design and execution required.
- Hands-on Test Automation experience required (commercial or homegrown test frameworks)
- Hands-on Programming skills – Knowledge of programming constructs, data structures and algorithms; Perl and Python preferred
- Solid understanding of web based software/protocols, database, and networking concepts.
- Excellent communication skills a must. Thorough knowledge of release procedures and software defect tracking.
- Experience with performance/scalability testing is preferred.

**Qualifications (Knowledge, Skills, Abilities)**

- B. Tech / M. Tech degree or equivalent in computer science, electrical engineering, or related field.
- 4 to 6 years of experience in software test or relevant work experience
- Knowledge of test methodologies, QA process, and software release cycle.
- High proficiency in writing and executing test cases.
- Good knowledge in Networking (L4-L7), Web GUI and Management (like SNMP) testing.
- Automation experience is preferred
- Programming proficiency (Perl /Python) and understanding of automated test processes and scripting (e.g. PowerShell)
- Experience in setting up and building test environments, executing tests, recording results.
- Experience with performance/scalability testing is preferred

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**Senior Software Engineer (Development+ Sustenance) – 2 Position (Req no: 22965)**

The NetScaler team, within the Networking and Cloud Division at Citrix, is seeking an experienced software engineer to design, develop, troubleshoot and debug complex software applications, resolving issues in innovative and practical ways. Involves planning and prioritization of development and sustenance activities to resolve a wide range of issues. Ability to multitask; works on problems multiple in feature areas and software layers. Demonstrates good judgment in selecting methods and techniques for obtaining solutions.

**Primary Duties / Responsibilities:**

Senior Software engineer to contribute on TCP/IP, clustering, high availability and virtualization features for a team focused on sustenance of the product. Enhance the product, design tools and features to improve the quality, reliability and maintainability of the product. View a complex product holistically and fix problems across multiple feature areas and software layers.

**Qualifications (Knowledge, Skills, Abilities):**

- BS in Computer Science or related field, MS preferred



- 6+ years of development experience in C and UNIX systems internals
- Development experience with TCP/IP protocols required
- Good knowledge of load balancers and WAN accelerators strongly desired
- Good knowledge of clustering, virtualization and high availability preferred
- Strong system level analytical and troubleshooting skills required
- Good written and verbal communication skills
- Familiarity and/or development experience on Cisco products preferred
- Ability to work in teams, spread across different countries
- Energetic, self-motivated individual

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**Senior Software Test Engineer 1 (L4 L7, Perl/Python, Automation) (Req no: 23976)**

**Position Summary:**

Senior level Test engineer assigned to test production software on multiple projects of moderate to high complexity and scope from the QA delivery through release. Utilizes knowledge and relevant practical experience and exercises judgment in completing assigned tasks in an efficient and timely manner.

**Required Experience and Skills**

- BS or MS degree or equivalent in a technical field preferred, with at least 5+ years of directly related work experience, in Networking Software Product Release Cycle.
- Scope of work will include the development of a suite automated test building blocks from both a white and black box perspective.
- Identify, isolate, interpret, and report defects, and work with developers to analyze requirements, and reproduce problems to get them resolved.
- Good knowledge of FreeBSD, Linux and L4-L7 networking (HTTP, SSL Protocols)
- Hands-on Test planning, test design and execution required.
- Hands-on Test Automation experience required (commercial or homegrown test frameworks)
- Hands-on Programming skills – Perl and Python preferred
- Exposure to Citrix XenApp and XenDesktop will be an added advantage

**Qualifications (Knowledge, Skills, Abilities)**

- B. Tech / M. Tech degree or equivalent in computer science, electrical engineering, or related field.
- 5 to 6+ years of experience in software test or relevant work experience
- Knowledge of test methodologies, QA process, and software release cycle.
- High proficiency in writing and executing test cases.
- Good knowledge in Networking (L4-L7) .
- Automation experience is preferred
- Programming proficiency (Perl /Python) and understanding of automated test processes and scripting (e.g. PowerShell)
- Experience in setting up and building test environments, executing tests, recording results.

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**Software Engineer (TCP/IP, C Programming, Database) (Req no: 23782)**

This position is responsible for the design and development of NetScaler's L4-7 products. Primary Accountabilities: Mainly to work on new traffic management features/enhancements. Will be responsible for the design, implementation and delivery of the NetScaler traffic management product.

**Personal Attributes**

Self starter - highly motivated and able to work productively with minimal guidance  
Strong team player with ability to deal with stress  
Should be able to prioritize tasks  
Should have the ability to deliver high quality software under aggressive release schedules  
Should work collaboratively with other engineers, and be willing to take on any engineering tasks that contribute to progress towards the goals of the team and of the company

**Required**

- BS/MS in CS/EE or equivalent and Minimum of 2-4 years of proven design and development skills in complex applications and systems software in networking technologies
  - Outstanding C programming skills.
  - Hands on experience with protocols like TCP, HTTP, Database protocols: MySQL, MSSQL, Oracle
  - Experience in internals of TCP/IP is a must.
  - Proficiency in Systems/Server software development, multi-threaded programming, networking concepts/fundamentals.
  - Proficiency in Unix/Linux development platform, network and systems programming + debugging.
- Strong systems programming skills, with extensive experience developing kernel/OS and networking software
- Excellent debugging skills both at protocol level (sniffer traces, tcp-dump, etc) and systems level (with kernel debugger).
- Ability to pick up new technologies easily and quickly.

**Desirable**

- Experience on Traffic Management/Server Load balancer/Caching(ADC) is a strong plus.
- Experience of working BSD-style kernel is a plus

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**Software Engineer (L2, TCP/IP, C programming, Load Balancer) (Req no: 23870)**

The **Citrix NetScaler ADC** is the Citrix solution for load balancing and content switching, application offloading, attack protection, application firewalling and more. It enables the datacenter network to become an end-to-end service delivery fabric to optimize the delivery of all web applications, cloud-based services, virtual desktops, enterprise business apps and mobile services.

This position is responsible for the design and development of NetScaler's L4-7 products. Primary Accountabilities: Mainly to work on new traffic management features/enhancements. Will be responsible for the design, implementation and delivery of the NetScaler traffic management product.

**Requirements**

BE/B Tech/M Tech in CS/ECE or equivalent and Minimum of **2-4 years** of proven design and development skills in complex applications and systems software in networking technologies (L2 & TCP/IP stack).

**Skillset:**

- > C, Networking (L2, TCP/IP).
- > Outstanding C programming skills.
- > Indepth Knowledge in TCP/IP Protocol stack. (i.e., should know the protocols in depth, as opposed to just knowing socket programming.)
- > Strong systems programming skills, with experience developing kernel/OS and networking software
- > Should have a good grasp of Operating system internals
- > Direct coding experience in implementing TCP/IP stacks or Load Balancing is a big plus.
- > Excellent debugging skills both at protocol level (sniffer traces, tcp-dump, etc) and systems level (with kernel debugger).
- > Experience on Traffic Management/Server Load balancer is a strong plus.

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**Software Test Engineer 2 (Software Test Engineer (L2 L3, TCP/IP, Perl/Python, OSI Stack ) (Req no: 24278)**

**Position Summary:**

- Responsibilities Develop, implement and automate test cases
- Develop testcases based on functional specifications, RFCs and real-world scenarios
- Perform problem analysis to determine if there is a valid bug
- Submit bug reports and Perform bug fix verification
- Communicate test results to other engineers and cross functional teams
- Provide expert level guidance for Test development, Test procedures
- Contribute on technical review of test cases Review test results and bug descriptions for accuracy
- Perform problem analysis to determine root-cause of the bug
- Ability to work on complex customer raise failure conditions and isolate bug .
- Ability to coordinate with dev teams.

**Qualifications and Requirements:**

- 2-4 years to relevant work experiences
- Required Experience and Skills 2-4 of network protocol testing experience.
- Strong understanding of L2/L3 layers of OSI Sack.
- Strong understanding of TCP/IP layer
- Good understanding of protocol testing experience of application protocols like FTP,DNS,HTTP,SSL etc
- Hands on experience in creating testbeds for complex customer raise
- Good problem solving ability
- Hands on experience in writing code/scripts (preferably Perl ) and debugging the
- Good to have Understanding of Cloud Exposure to Network Virtualization (OpenVSwitch, L2-L7)
- Exposure to SDN/networking deployments is a plus

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**Software Test Engineer 2 (L4 to L7, Perl, Python) (Req no: 22119)**

Primary Duties / Responsibilities

- Responsible for sanity test planning and testing activities.
- Responsible for planning and executing functional and system level testing of products across OS platforms ( Windows, Linux) to test various features.
- Knowledge of Windows Services, domain expertise in Windows network stack, testing, debugging Windows services and products running on Windows & Linux environment.
- Programming proficiency (e.g C, PERL, Python) for functional automation.
- Should have the ability to think, develop and work on Customer setup and complex network deployment
- Writes test plans and test cases for one or more medium to large functional areas.
- Sets up test environments, executes tests, records results and defects, and works with developers to reproduce problems and get them resolved.
- Builds out interdependent test beds, and can write effective plans based off of functional, design and requirements specification.
- Depending on group specific requirements, writes effective manual and intermediate automated test cases or automated frameworks.

- Oversees software defect tracking and regression for identified project release.
- Responsible for integrity of technical quality control work on assigned projects and communicates with team to maintain functionality, and efficacy.
- Uses the right quality control tools to uncover defects and discover the state of the code.
- Establishes and maintains thorough and accurate documentation of all work including status updates to summarize project highlights.
- Maintains and drives continuous quality improvement in meeting internal and external customer requirements and maintaining awareness to meet ROI.
- Interprets project activities ongoing to ensure prioritization of deliverables and accuracy in estimated milestone parameters.
- Follows prescribed software engineering and test processes, procedures and customer use cases.
- Analyzes and reproduces problems reported by Customer Support.
- Serves in a test lead capacity on projects of moderate complexity, where coordination of the efforts of other test team members is required.

#### Qualifications (Knowledge, Skills, Abilities)

- Good knowledge of TCP/IP and OSI stack knowledge
- Application protocol knowledge: HTTP, FTP, DNS.
- Testing products running on Windows and Linux OS environment
- Should have a strong programming proficiency in Perl for sanity suite automation.
- Candidate should be good in aptitude and problem solving skills.
- Knowledge on Xenserver/VMware is a plus.
- Candidate should have a good knowledge on setting up of real world customer network and deployment scenarios
- Experience in working on product scalability, performance and deployment test will be an additional advantage
- Knowledge of Windows Services, domain expertise in Windows network stack, testing, debugging Windows services (AD, DFS, IIS, etc) will be an additional advantage
- Strong knowledge and experience with test methodologies, QA process, and software release cycle.
- Demonstrated ability to apply appropriate test methodologies including writing test plans and test cases.
- Strong knowledge of release procedures and software defect tracking.
- Experience with automated test tools.
- Solid proficiency in test effort estimation and tracking.
- Microsoft / Cisco Certification is a plus.

**Requirements (Education, Certification, Training, Experience)**

- BS degree or equivalent in computer science, electrical engineering, or related field. For individuals holding an advanced degree in one of these fields, additional years of formal education may be regarded as equivalent work experience.
- Minimum 2+ year of directly related work experience.

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**Senior Software Engineer 2 (TCP/IP & OS Internals, HTTP) – 2 positions (Req no: 21837)**

**Position Summary:** This position is responsible for the design and development of NetScaler's L4-7 products. Primary Accountabilities: Mainly to work on new traffic management features/enhancements. Will be responsible for the design, implementation and delivery of the NetScaler traffic management product.

**Personal Attributes** Self starter - highly motivated and able to work productively with minimal guidance Strong team player with ability to deal with stress Should be able to prioritize tasks Should have the ability to deliver high quality software under aggressive release schedules Should work collaboratively with other engineers, and be willing to take on any engineering tasks that contribute to progress towards the goals of the team and of the company

**Requirements** · BS/MS in CS/EE or equivalent and Minimum of 6-8 years of proven design and development skills in complex applications and systems software in networking technologies · Outstanding C programming skills. · Hands on experience with protocols like TCP,HTTP  
· Experience in internals of TCP/IP is a must.  
· Proficiency in Systems/Server software development, multi-threaded programming, networking concepts/fundamentals. · Proficiency in Unix/Linux development platform, network and systems programming + debugging. Strong systems programming skills, with extensive experience developing kernel/OS and networking software  
· Excellent debugging skills both at protocol level (sniffer traces, tcp-dump, etc) and systems level (with kernel debugger). ability to pick up new technologies easily and quickly.

**Desirable** · Experience on Traffic Management/Server Load balancer/Caching(ADC) is a strong plus. · Experience of working BSD-style kernel is a plus

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**Senior Software Engineer (TCP/IP, Linux, VPN technology) (Req no: 23871)**

**Position Summary:**

NetScaler Gateway is a secure application, desktop and data access solution that gives IT administrators granular application-level and device-level policy and action controls over access to corporate content, while allowing users to work from anywhere using SmartAccess and the XenMobile Micro VPN technologies. It provides a single point of control and tools to help IT administrators ensure compliance with regulations and protect corporate information with the highest levels of security, both within and outside the enterprise. At the same time, NetScaler Gateway empowers users with a single point of access—optimized for roles, applications, devices and networks—to the enterprise applications and data they need. This unique combination of capabilities helps maximize the productivity of today’s mobile workforce.

**Primary Duties / Responsibilities:**

NetScaler Gateway plays main role in providing controlled access to corporate resources through VPN, secure access to Citrix XenDesktop, Citrix XenApp and Citrix XenMobile deployments. You as a senior development engineer will be responsible to design and develop solutions around these focus areas. As a Senior Software Engineer you will be assigned to design, develop, troubleshoot and debug complex software features related to “VPN technology”. Interact with senior internal and external personnel and customers.

Job duties include

- systems and server software development on FreeBSD Unix platforms;
- utilization of multi-threaded programming;
- C programming;
- network and systems programming;
- kernel debugging;
- internetworking protocols such as TCP/IP, SSL and HTTP;
- Authentication protocols and Single Sign-On; implementation of networking products.

**Qualifications (include Knowledge, Skills, Abilities, Related Work Experience):**

**Education:**

B.Tech or M.Tech in Computer Science or equivalent.

**Experience:**

Hands on experience of 6- 8 years of industry experience.

**Skills**

- Strong system programming skills, with extensive experience developing networking software on UNIX / LINUX platforms with C (C++ would be good)
- Good knowledge of TCP/IP networking is a must.
- Good knowledge of Data Structures, Algorithms and OS
- Hands on experience in Multi-threaded programming, and good knowledge of networking concepts
- Strong design skills
- Ability to troubleshoot complex customer escalations, performance problems
- Have a strong sense of ownership, urgency and drive
- Good written and verbal communication skills. Ability to effectively communicate with cross functional teams across the organization.

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**Senior Software Engineer (TCP/IP & OS Internals, Linux, SSL) (Req no: 24090)**

The **Citrix NetScaler ADC** is the Citrix solution for load balancing and content switching, application offloading, attack protection, application firewalling and more. It enables the datacenter network to become an end-to-end service delivery fabric to optimize the delivery of all web applications, cloud-based services, virtual desktops, enterprise business apps and mobile services.

**Responsibilities:**

- Has strong technical experience in product design and development in the domain of networking protocols, configuration infrastructure for a distributed system, network management.
- Recognized as an expert for software engineering processes like requirement analysis, design, coding of global standard, code review etc., He or she is capable of working on a variety of projects as a technical leader.
- Develops and applies advanced state-of-the-art engineering theories, methods, and research techniques in the investigation and solution of complex problems affecting a major project.
- Analyzes requirements, and writes software requirement and design specifications for complex projects.
- Analyzes, evaluates, and plans methods of approach to solve problems
- Acts as engineering tools expert and can propose new ones. This is very critical.
- Coordinates the technical design activity with others in team to ensure consistent and integrated approaches across projects.
- Provides input to and generates documentation for new or existing projects as well as reusable code.
- Prepares status, technical, and management reports as required.
- Work on critical customer escalations & provide the input to the system to make it better.

- Identifies possible optimizations & performance improvements in the system & discuss with architects & leads.
- Constantly engages in continuous quality improvement in the system by implementing processes, researching an leveraging different tool etc.,
- Understand different possible distributed system architecture & propose a new architecture based on need.
- Overall technical expert that trains and mentor others.
- Often serves as consultant to management.

**Qualification & Requirement**

- 6-8 years of experience in product development
- Experience in executing large projects involving distributed systems
- Strong experience with TCP/IP internals, security concepts
- Strong expertise in C, C++
- Unix like operating systems, systems programming, networking and OS internals
- Expertise in software engineering process.
- BS or MS degree in computer science, electrical engineering, or related field is required.

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**Software Test Engineer (TCP/IP, L2L3,Perl) (Req no: 24093)**

**Position Summary**

- Responsibilities Develop, implement and automate test cases
- Develop testcases based on functional specifications, RFCs and real-world scenarios
- Perform problem analysis to determine if there is a valid bug
- Submit bug reports and Perform bug fix verification
- Communicate test results to other engineers and cross functional teams
- Provide expert level guidance for Test development, Test procedures
- Contribute on technical review of test cases Review test results and bug descriptions for accuracy
- Perform problem analysis to determine root-cause of the bug
- Ability to work on complex customer raise failure conditions and isolate bug .
- Ability to coordinate with dev teams.

**Qualifications and Requirements:**

- 2-4 years to relevant work experiences
- Required Experience and Skills 2-4 of network protocol testing experience.
- Basic understanding of L2/L3 layers of OSI Sack.
- Strong understanding of TCP/IP
- Indepth knowledge and protocol testing experience of application protocols like FTP,DNS,HTTP,SSL etc

- Hands on experience in creating testbeds for complex customer raise
- Good problem solving ability
- Hands on experience in writing code/scripts (preferably Perl ) and debugging them

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**Product Marketing Manager (Microsoft Lync, Microsoft Exchange, Microsoft SharePoint) (Req no: 24146)**

**Job Description**

- Must be a champion on Microsoft Technologies
- Key Apps knowledge required are Lync, Exchange, Sharepoint and O365
- Use technical product expertise to initiate and drive content marketing
- Evangelize Citrix Networking products from a technical viewpoint
- Working closely with PM/PMM team on App specific deployment models
- Develop whitepapers, solution guides and deployment guides for Apps
- Solution design and proposal development based on various deployments
- Product demos and lab ownership with respect to Sales involvement
- Assist with RFP responses based on App specific use cases

**Skill Required**

- Must have excellent writing skills
- Strong communication and presentation skills
- Strong technical skills and understanding of ITP
- Experienced with Microsoft Enterprise Apps
- Basic understanding of Networking and protocols
- Ability to understand customer needs and deployment scenarios

**Other Requirements (Education, Certification, Training, and Experience)**

- Must be an engineer from a reputed institute (preferred CS)
- MBA in Systems/Marketing from reputed institute is preferred
- Minimum 5 years of full time experience in Technology
- Minimum 3 years of TME or similar experience

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**Software Test Engineer 2 (L4,L7, HTTP,Automation, Perl)-Cloud Networking (Req no: 23976)**

**Position Summary:**

Test engineer assigned to test production software on multiple projects of moderate to high complexity and scope from the QA delivery through release. Utilizes knowledge and relevant practical experience and exercises judgment in completing assigned tasks in an efficient and timely manner.

**Required Experience and Skills**



- Knowledge of test methodologies, QA process and software release cycle.
- High proficiency in writing and executing test cases.
- Good experience in Automation of test cases.
- Experience in setting up and building test environments, executing tests and recording results.
- Good knowledge in Networking (L4 to L7)
- Programming proficiency (Perl/Python) and understanding of automated test processes and scripting.

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**Senior Software Engineer 2 (TCP/IP & OS Internals, HTTP) – 2 Position (Req no: 21837)**

**Position Summary:** This position is responsible for the design and development of NetScaler's L4-7 products. Primary Accountabilities: Mainly to work on new traffic management features/enhancements. Will be responsible for the design, implementation and delivery of the NetScaler traffic management product.

**Personal Attributes** Self starter - highly motivated and able to work productively with minimal guidance Strong team player with ability to deal with stress Should be able to prioritize tasks Should have the ability to deliver high quality software under aggressive release schedules Should work collaboratively with other engineers, and be willing to take on any engineering tasks that contribute to progress towards the goals of the team and of the company

**Requirements** · BS/MS in CS/EE or equivalent and Minimum of 6-8 years of proven design and development skills in complex applications and systems software in networking technologies · Outstanding C programming skills. · Hands on experience with protocols like TCP,HTTP  
 · Experience in internals of TCP/IP is a must.  
 · Proficiency in Systems/Server software development, multi-threaded programming, networking concepts/fundamentals. · Proficiency in Unix/Linux development platform, network and systems programming + debugging. Strong systems programming skills, with extensive experience developing kernel/OS and networking software  
 · Excellent debugging skills both at protocol level (sniffer traces, tcp-dump, etc) and systems level (with kernel debugger). ability to pick up new technologies easily and quickly.

**Desirable** · Experience on Traffic Management/Server Load balancer/Caching(ADC) is a strong plus. · Experience of working BSD-style kernel is a plus

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**Cloud Platform Group:**

**Senior Test Engineer/Staff Test Engineer (Automation, Web Based testing) – 3 position (Req no: 22912)**

**Position Summary**

Citrix Application Manager (CAM) is a highly scalable SAAS / on-prem software solution that enables service automation in a consumerized fashion for enterprises. It enables automation of arbitrarily complex infrastructure deployments and turns them into services which can be monitored, auto scaled and auto healed.

We are seeking a highly talented and motivated Software Test Engineer, who will be contributing to our goal of providing world-class testing and validation of the Citrix Application Manager. In particular, the Engineer will be

- Designing and executing test plans for CAM with appropriate blend of test techniques and technologies.
- Designing and implementing first class test software solutions capable of controlling and verifying CAM functionality and scalability.
- advising on, participating in and leading quality and test planning for major projects

While in the role, you will need to build knowledge of the technology and internals of CAM and how it interacts with the other Citrix products that are driving the leading edge of cloud technology.

## Responsibilities

Your daily tasks will include:

- Analysing product requirements and carrying out test design and estimation
- Designing and executing test plans for product features
- Designing and implementing code for our world-class test automation system
- Exploring product quality issues and triaging automated test runs
- Liaising with developers and managers on technical issues
- Driving the integrity and quality of technical work on significant projects
- Coordinating your own activities with those of other engineers
- Actively supporting and enforcing the company's software engineering processes and standards within the group.

## Requirements: (Education, Certification, Training and Experience)

- A degree in Computer Science or related discipline.
- 5-10 years of work experience in IT industry with strong knowledge in automated software testing.
- Experience in one or more relevant programming languages (Python, Java)
- Experience with Selenium Based Testing and Junit based testing for web based applications.
- Experience with black box, smoke tests, performance testing approaches
- Good analytical and problem solving skills
- Knowledge in software engineering process and Quality Assurance.
- Should be a Self-starter.
- Particularly desirable areas of experience include:
  - Any virtualization product
  - Cloud Platforms (public clouds, private clouds)
  - Python scripting language / Java
  - Linux
  - Windows
  - Cloud Computing

Mastering complexity and dealing with a lot of variability in product offerings.

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## **Senior Software Test Engineer (Manual+Automation, Networking/Storage/Virtualization) – 1 position (Req no: 22632)**

### Position Summary

Citrix is looking for highly talented and motivated senior tester to work on its server virtualization and cloud product line. XenServer is an industry and value leading open source virtualization platform for managing cloud, server and desktop virtual infrastructures. XenServer is itself integrated with Citrix Cloudplatform, powered by Apache CloudStack, a unified cloud management platform that combines the best cloud foundation for private enterprise workloads with the Amazon-style scale, elasticity and operational efficiency of cloud workloads. This role provides an opportunity to participate in the software testing process of a major, worldwide software company with both open- and closed-source projects at its core.

### Responsibilities

As a senior engineer you will

- design and execute test plans comprising the appropriate blend of test techniques and technologies
- advise on, participate in and lead quality and test planning for major projects
- build interdependent test beds and write effective plans based off of functional, design and requirements specification.
- design and implement first class test software solutions capable of controlling and verifying XenServer. Your software will execute in a globally distributed lab containing 500+ servers (including pre-release offerings from all of the industry giants), top-end enterprise storage and the latest networking
- drive engineering process improvements to drive factory efficiencies in the overall develop-test-fix lifecycle, including use of test automation, metrics, branching and integration strategies
- liaise with developers and managers on technical issues
- oversee software defect tracking and regression for identified project release.
- drive the integrity and quality of technical work on significant projects

- establish and maintain thorough and accurate documentation of all work including status updates to summarize project highlights.
- serve in a test lead capacity on projects of moderate complexity, where coordination with other engineers is required.
- maintain close liaison with other departments on technical matters and working closely with vendors or customers on technical information, handling escalation issues etc.
- determine appropriate methodologies and procedures for new assignments and provide guidance to other development and test engineers.
- ensure engineering excellence in all departmental activities

**Requirements: (Education, Certification, Training and Experience)**

- A degree in Computer Science or related discipline
- A minimum of 5 years of directly related work experience with strong knowledge in manual testing
- Solid experience in one or more relevant programming languages (Python, C/C++, C#, Java, etc.)
- Extensive knowledge and discipline in software engineering process and the development lifecycle
- Proficiency with software development estimation, engineering tools, and concepts.
- Excellent communication skills a must
- Demonstrated success as a primary tester on multiple large projects

Particularly desirable areas of experience include:

- Python scripting language
- Linux (to a system administrator, or software development level)
- Windows, particularly use of shell or other scripting, and knowledge of debugging tools
- Network storage including iSCSI and fibre channel
- Networking concepts including VLANs, IPv6

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**Senior Software Test Engineer 1 – Hyderabad Location (Req no: 21603)**

**Location: Hyderabad, India**

Tests production software of moderate complexity to ensure quality through the use of systematic tests from QA through release. Develops, modifies and evaluates software test plans used to design, implement, test, and optimize software on multiple projects. Selects appropriate methods and techniques to resolve issues. Maintains and drives continuous quality improvement in meeting internal and external customer requirements. Communicates and coordinates with managers, other peer testers and developers to build alignment between cross-functional groups. Provides guidance to STEs.

Primary Duties / Responsibilities

- Responsible for planning and executing functional and system level tests for products across OS platforms (e.g. Windows, Linux, Mac) to test various features.
- Writes test plans and test cases for one or more medium to large functional areas.
- Sets up test environments, executes tests, records results and defects, and works with developers to reproduce problems and get them resolved.
- Builds out interdependent test beds, and can write effective plans based off of functional, design and requirements specification.
- Reviews PRDs, FS Documents and writes effective test cases and test automation tools/scripts to test features and functionality.
- Oversees software defect tracking and regression for identified project release.
- Responsible for integrity of technical quality control work on assigned projects and communicates with team to maintain functionality, and efficacy.
- Uses the right quality control tools to uncover defects and discover the state of the code.
- Establishes and maintains thorough and accurate documentation of all work including status updates to summarize project highlights.

- Maintains and drives continuous quality improvement in meeting internal and external customer requirements and maintaining awareness to meet ROI.
- Interprets project activities ongoing to ensure prioritization of deliverables and accuracy in estimated milestone parameters.
- Follows prescribed software engineering and test processes, procedures and customer use cases.
- Analyzes and reproduces problems reported by Customer Support.
- Serves in a test lead capacity on projects of moderate complexity, where coordination of the efforts of other test team members is required.

**Good to have :**

Functional knowledge on virtualization/cloud domain will be an advantage

Required Qualification:

- Strong understanding of software quality testing and product release lifecycle.
- A passion for systems, networking, cloud/virtualization technologies.
- Strong knowledge of networking (VLANs, L2/L3 switches, routing, VPN, firewalls, load balancers) and virtualization concepts is highly desirable.
- Prior experience with virtualization technologies such as VMware, Xen and KVM is a plus.
- Exposure to Linux and open source technologies.
- Experience with Automation and API testing using Java/Perl/Python.
- Excellent oral and written communication skills.
- Strong problem solving and troubleshooting skills
- BE/BTech in Computer Science or equivalent.
- 6+ years relevant industry experience.

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**Technical Writer (Req no: 22968)**

Citrix Application Manager (CAM) is a highly scalable SAAS / on premise software solution that enables service automation in a consumerized fashion for enterprises. It enables automation of arbitrarily complex infrastructure deployments and turns them into services which can be monitored, auto scaled and auto healed. We are seeking a highly motivated and experienced technical writer. The ideal applicant will be self-directed, well organized, articulate, and a team player. We're looking for a writer to own all documentation for the product: installation guide, administration guide, customization guide, online help, and API documentation. The audience for the product ranges from somewhat technical to highly technical.

This is a ground-floor opportunity to have a strong influence on the shape and quality of the documentation as one of the early members of the team.

**Mandatory Skills:**

- Ability to work with a rapidly evolving product and leading edge customers
- Knowledge of recent tools and single source methodologies for content development
- Breadth of skills and experience that enables ownership of complete documentation set
- Strong understanding of the English language, style, writing standards, and legal issues related to publishing
- Edit online and printed documentation for a variety of audiences and address document usability issues
- Work as a customer advocate and help to improve the customer experience
- Perform all levels of edits, from developmental to copy to production

- Help improve existing documentation processes, standards, frameworks, and templates; identify inefficiencies and propose solutions
- Create and review indexes and glossaries
- Be a strong team player with ability to work with a diverse and cross-cultural team
- Should have experience in resolving editorial issues and differences in writing style
- Accurate, meticulous, proactive, diplomatic, with an eye for detail
- Ability to work independently with set deadlines and keep multiple projects on track at the same time
- Solid decision making and planning skills, drive for results, and passion for quality
- Solid work ethic, professionalism, and organizational ability
- Have a bachelor's degree in English, journalism, technical writing, or a related field, and a minimum of 6-10 years of technical editing experience

**Desired Skill:**

- Prior experience in an early stage software environment
- Prior experience documenting virtualization technologies such as VMware and Xen Prior experience with Systems, networking, or storage products is a plus

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**Senior Software Engineer(C & Python programming in Storage domain, Linux) – (Req no: 23044)**

Citrix is looking for an experienced, enthusiastic Senior Software Engineer to work on **XenServer, with a focus on the Storage related aspects of the product.**

XenServer is an industry and value leading open source virtualization platform for managing cloud, server and desktop virtual infrastructures. XenServer is itself integrated with Cloudplatform, powered by Apache CloudStack, a unified cloud management platform that combines the best cloud foundation for private enterprise workloads with the Amazon-style scale, elasticity and operational efficiency of cloud workloads.

This role provides an opportunity to participate in the software development process of a major, worldwide software company with both open- and closed-source projects at its core. You will be at the heart of that, developing software with an immediate and lasting impact to both internal and external customers.

The responsibilities of this role are varied, including:

- Developing, maintaining and supporting one or more key components of the XenServer product software
- Working closely with Citrix Support & Escalation to assist in handling high profile customer issues
- Contributing to and driving improvement of the supportability of XenServer - creating, writing and modifying our XenServer software and tools
- Working with other Engineering teams, in the US, UK and China on fixing critical defects in the core XenServer product
- Creating patches, private builds and hotfixes to meet customer needs and life-cycle maintenance objectives
- Driving technical knowledge and expertise sharing from Development to Support Escalation

**Qualifications and Requirements:**

**Essential skills, experience and qualifications**

You should be familiar with Linux and will be comfortable developing features, making improvements and resolving issues, or tackling code, at a variety of levels of IT/Communications

Systems. You will have experience and knowledge of some or all of the following:

- Bachelor's degree (or higher), preferably in software engineering, computer science or the physical sciences.
- Strong candidates with other applicable degree subjects will also be considered.
- 3-6 years' experience of professional software development in C, C# and/or Python
- Experience of Linux platforms and the kernel is essential (e.g. comfortable with shell scripting, compiling drivers etc).
- Linux systems programming generally.
- POSIX knowledge and experience
- Deep familiarity with multiple Linux distributions,
- Scripting including Bash.
- Strong debugging skills & software lab experience
- A good understanding of software engineering and agile development practices
- Comfortable in face-to-face meetings and over the telephone with customers and both technical and non-technical personnel
- Good English reading/writing and verbal skills
- Exposure to customer raised defects and collaboration with both Support and customers in their resolution
- Solid technical understanding of IT infrastructure and systems, including grounding in networking and storage fundamentals
- Concurrent/distributed programming experience
- Good grounding in the principles of software architecture

**Desirable skills**

- Understanding of operating system development and implementation
- Server virtualization in general, and Xen or XenServer in particular.
- **Storage technology:**
  - o SAN, Fibre Channel, iSCSI technology
  - o NPIV, SR-IOV
  - o Block device multipathing (MPP RDAC, Device-mapper multipath, Powerpath etc.)
  - o Windows storage components such as Multipathing support, storage adapter drivers, VSS
- An understanding of the x86 architecture, especially memory management
- Knowledge of major Linux kernel subsystems such as networking, storage or memory management.
- Experience collaborating on open source software projects
- Knowledge of a variety of programming languages and techniques, such as C# or Java or other scripting languages; and functional programming languages such as OCaml, ML, F# or Haskell.
- Experience developing device drivers for an x86 platform
- Working with PCI Express or with an HPC environment
- Data-center deployments and typical use cases (e.g. storage arrays, networking etc.)"

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**Senior Software Engineer (C & Linux programming in Networking domain, Hypervisors) – 2 Position (Req no: 23046)**

Citrix is looking for an experienced, enthusiastic Senior Software Engineer to work on XenServer, **with a focus on the Xen Hypervisor, Dom0, and related aspects of the product.** XenServer is an industry and value leading open source virtualization platform for managing cloud, server and desktop virtual infrastructures. XenServer is itself integrated with Cloudplatform, powered by Apache CloudStack, a unified cloud management platform that combines the best cloud foundation for private enterprise workloads with the Amazon-style scale, elasticity and operational efficiency of cloud workloads. This role provides an opportunity to participate in the software development process of a major, worldwide software company with both open- and

closed-source projects at its core. You will be at the heart of that, developing software with an immediate and lasting impact to both internal and external customers.

### **Primary Duties / Responsibilities**

Developing, maintaining and supporting one or more key components of the XenServer product software

- ☑ Working closely with Citrix Support & Escalation to assist in handling high profile customer issues
- ☑ Contributing to and driving improvement of the supportability of XenServer - creating, writing and modifying our XenServer software and tools
- ☑ Working with other Engineering teams, in the US, UK, India and China on fixing critical defects in the core XenServer product
- ☑ Creating patches, private builds and hotfixes to meet customer needs and life-cycle maintenance objectives
- ☑ Driving technical knowledge and expertise sharing from Development to Support Escalation

### **Qualifications (include Knowledge, Skills, Abilities, Related Work Experience)**

You should have strong knowledge of Linux and will be comfortable developing features, making improvements and resolving issues, or tackling code, at a variety of levels of IT/Communications Systems. You will have experience and knowledge of some or all of the following:

- ☑ Bachelor's degree (or higher), preferably in software engineering, computer science or the physical sciences.
- ☑ Strong candidates with other applicable degree subjects will also be considered.
- ☑ **3-6 yrs** experience of professional software development in **C** or **C++**
- ☑ Experience of **Linux platforms** and the **kernel is essential** (e.g. comfortable with shell scripting, **compiling drivers** etc).
- ☑ Linux systems programming generally.
- ☑ POSIX knowledge and experience
- ☑ Deep familiarity with multiple Linux distributions,
- ☑ Scripting including Bash.
- Strong debugging skills & software lab experience
- ☑ A good understanding of software engineering and agile development practices
- ☑ Comfortable in face-to-face meetings and over the telephone with customers and both technical and non-technical personnel
- ☑ Good English reading/writing and verbal skills
- ☑ Exposure to customer raised defects and collaboration with both Support and customers in their resolution
- ☑ Solid technical understanding of IT infrastructure and systems, including grounding in networking, processor architecture, and storage fundamentals
- ☑ Concurrent/distributed programming experience
- ☑ Good grounding in the principles of software architecture

### **Desirable Skills**

Understanding of operating system development and implementation

- ☑ **Server virtualization** in general, and Xen or XenServer in particular.
- ☑ Understanding of storage technologies, e.g. SAN, Fibre Channel, iSCSI, etc.
- ☑ An understanding of the **x86 architecture, especially memory management**
- ☑ Knowledge of major Linux kernel subsystems such as **networking**, storage or memory management.
- ☑ Experience collaborating on open source software projects
- ☑ Knowledge of a variety of programming languages and techniques, such as C#, Python, Java or other scripting languages; and functional programming languages such as OCaml, ML, F# or Haskell.
- ☑ Experience developing device drivers for an x86 platform
- ☑ Working with PCI Express or with an HPC environment
- ☑ Data-centre deployments and typical use cases (e.g. storage arrays, networking etc.)

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**Software Test Engineer 1 (Req no: 23815)**

## Position Summary

Citrix is looking for highly talented and motivated Software Engineer to work on its server virtualization and cloud product line. XenServer is an industry and value leading open source virtualization platform for managing cloud, server and desktop virtual infrastructures. XenServer is itself integrated with Citrix Cloudplatform, powered by Apache CloudStack, a unified cloud management platform that combines the best cloud foundation for private enterprise workloads with the Amazon-style scale, elasticity and operational efficiency of cloud workloads. This role provides an opportunity to participate in the software testing process of a major, worldwide software company with both open- and closed-source projects at its core.

**Responsibilities:** As a test engineer you will;

- Work closely with cross functional teams in handling queries and escalations from Citrix partners and customers
- Determine appropriate methodologies and procedures for new assignments and provide guidance to other development and test engineers.
- Develop a good understanding of the XenServer and CloudPlatform product and be able to use this understanding to better the quality of testing and fault reporting.

**Your daily tasks will include:**

- Analysing product requirements and carrying out test design and estimation
- Designing and implementing code for our world-class test automation system
- Designing and executing test plans for product features, largely automated but with some manual testing as required
- Exploring product quality issues and triaging automated test runs
- Liaising with developers and managers on technical issues
- Assisting with software process improvement
- Driving the integrity and quality of technical work on significant projects
- Coordinating your own activities with those of other engineers
- Maintaining close liaison with other departments on technical matters and working closely with vendors or customers on technical information, handling escalation issues etc.
- Actively supporting and enforcing the company's software engineering processes and standards within the group.

**Requirements: (Education, Certification, Training and Experience)**

- A degree in Computer Science or related discipline
- 1-2 years of directly related work experience with strong knowledge in software testing
- Experience in one or more relevant programming languages (Python, C/C++, C#, Java, etc.)
- Knowledge and discipline in software engineering process and the development lifecycle
- Experience with software development estimation, engineering tools, and concepts
- Good analytical and problem solving skills
- Excellent communication skills a must

**Particularly desirable areas of experience include:**

- Functional knowledge of virtualization and cloud domain
- Python scripting language
- Linux (to a system administrator, or software development level)
- Windows, particularly use of shell or other scripting, and knowledge of debugging tools
- Network storage including iSCSI and fibre channel
- Networking concepts including (VLANs, IPv6, etc)

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## **Senior Software Test Engineer (DevOps, Virtualization, Scripting, L2-L4 protocols) (Req no: 22633)**

**Position Summary:**

Citrix is looking for experienced operations engineer passionate about deployment automation in large and complex distributed system, for its server virtualization and cloud product group. XenServer is an industry and value leading open source virtualization platform for managing cloud, server and desktop virtual infrastructures. XenServer is itself integrated with Citrix Cloudplatform, powered by Apache CloudStack, a unified cloud management platform that combines the best cloud foundation



for private enterprise workloads with the Amazon-style scale, elasticity and operational efficiency of cloud workloads. This role provides an opportunity to manage a first class test software solution running in a globally distributed lab containing 500+ servers (including pre-release offerings from all of the industry giants), top-end enterprise storage and the latest networking

**Primary Duties / Responsibilities:**

As a DevOps engineer you will • oversee, maintain and optimize the globally distributed test infrastructure including top end servers, storage and networking

- ensure availability, integrity and performance of all infrastructure operations
- leverage automation tools to improve processes, automate deployment, and improve manageability of environment
- review entire environment and execute initiatives to reduce failures, defects and improve overall performance
- better use test infrastructure to create real world product deployments and run dogfooding programs
- coordinate with other team(s) in multiple time zones for troubleshooting, maintenance, capacity management, and architectural design and deployment of infrastructure
- document architectures, procedures, processes

**Qualifications (include Knowledge, Skills, Abilities, Related Work Experience)**

- Education/Qualifications: A degree in Computer Science or related discipline Experience/Skill: A minimum of 5 years of relevant industry work experience, including 2+ years of hands on experience running system administration operations
- Must have ▣ Expertise with Linux/Unix systems
- Proficiency with Unix scripting such as Bash, Perl, Python, Ruby
- Experience with virtualization technologies - VMware, Xenserver, KVM
- Strong debugging skill of network and knowledge of layer 2-4 protocols, including VLANs and IP routing
- Demonstrate good judgment in solving problems as well as identifying problems in advance, and proposing solutions
- Ability to work in a cross cultural environment
- Excellent verbal and written communication skills
- Good to have ▣ Knowledge of network storage such as SAN/NAS, iSCSI
- Experience of configuring managed switches such as Cisco Catalyst
- Basic knowledge of GNU Make
- Knowledge of system management tools such as Chef, Puppet, CFEngine, Salt, etc.
- Working knowledge of Continuous integration and services such as Jenkins / Hudson
- Experience with any enterprise monitoring systems such as Nagios, Munin, Systems Center, etc.
- Knowledge of distributed revision control software such as Git, Mercurial
- Familiarity with relational database such as MySQL, PostgreSQL

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**Staff Engineer (Req no: 24255)**

Citrix CloudPlatform, powered by Apache CloudStack, is a industry leading cloud orchestration platform that enables you to quickly and efficiently build a highly scalable and reliable IaaS cloud environments. It is the platform behind some of the worlds leading Enterprise and Service Providers cloud deployments. The CloudPlatform team is looking for a senior engineer with an emphasis on the core infrastructure and services layer.

**Responsibilities include:**

- Architect, design, and develop core runtime components of the cloud orchestration platform with attention to performance, scalability, resiliency and supportability.
- Investigate new technologies to improve current products and build new features.
- Participate and work closely with the open source community.
- Active participation in Functional Spec, Design and Code reviews. Champion good engineering practices.
- Contribute to planning and product roadmap discussions
- Participate in product-wide architecture discussions
- Help customers architect and deploy cloud infrastructure

- Be a technical coach and mentor to junior members of the team.

**Required Qualifications:**

- Expert knowledge and experience with Java or C/C++
- Network and multithread programming
- Proven track record building secure, scalable and reliable production-grade software and large-scale systems.
- Exposure to clustered and fault tolerant systems.
- Experience developing modular, pluggable components.
- Knowledge and experience with web, distributed, and networked applications (TCP, HTTP, XML)
- Experience with Linux, MySQL and open source technologies is highly desirable.
- Prior exposure to virtualization technologies and hypervisors (Xen, KVM, VMWare, Hyper-V) is a plus.
- Excellent programming and problem solving skills
- A self-starter with excellent communication skills
- BTech/BS Computer Science or equivalent with strong CS fundamentals
- 10+ years of product development experience

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**Senior Manager , Product Development Hyderabad Location (Req no: 24256)**

Citrix CloudPlatform, powered by Apache CloudStack, is a industry leading cloud orchestration platform that enables you to quickly and efficiently build a highly scalable and reliable IaaS cloud environments. It is the platform behind some of the worlds leading Enterprise and Service Providers cloud deployments.

This is an opportunity to join and lead a team of highly talented engineers to innovate, create and evolve the cloud computing software stack. This is a highly visible role with the opportunity to make an impact across the product and the business unit.

**Responsibilities include:**

- Provide leadership and technical mentorship to a team of highly talented engineers.
- Hire, nurture and groom talent. Manage a top-notch development team. Active coaching and performance management of the team.
- Hands-on involvement in all aspects of Engineering: planning, design, development, quality, and process improvements.
- Maintain highest standards and be a champion for good engineering practices. Ship high quality product releases.
- Cross-functional and cross-geo collaboration with Product management, Support, Sales, and partner Engineering teams.
- Participate in bug triaging, release planning, release management.
- Be a thought leader and represent the team in company-wide initiatives. Contribute to roadmap discussions.
- Help customers architect and successfully deploy CloudPlatform-based cloud infrastructure.
- Participate in the open source community.

**Required Qualifications:**

- Expert knowledge and experience with Java or C/C++
- Demonstrated ability to build secure, scalable and reliable production-grade software and large-scale systems.
- Prior exposure to virtualization technologies and hypervisors (Xen, KVM, VMWare, Hyper-V) is a plus.
- Knowledge and experience with web, distributed, and networked applications (TCP, HTTP, XML)
- Experience with Linux, MySQL and open source technologies is highly desirable.
- Excellent programming and problem solving skills
- Exposure to open source community or contributions to open source software is a plus.

- Ability to lead and multi-task between multiple projects and initiatives.
- A Self-starter with excellent communication and negotiations skills.
- Ability to work with customers, partners, and peer development teams.
- BTech/BS Computer Science or equivalent with strong CS fundamentals
- 14+ years of product development experience. Atleast 3+ years leading and managing development teams.

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**Senior Software Engineer 1 (Req no: 24257)**

Citrix CloudPlatform, powered by Apache CloudStack, is a industry leading cloud orchestration platform that enables you to quickly and efficiently build a highly scalable and reliable IaaS cloud environments. It is the platform behind some of the worlds leading Enterprise and Service Providers cloud deployments.

The CloudPlatforms team is looking for a senior engineer with an emphasis on the core infrastructure and services layer.

**Responsibilities include:**

- Architect, design, and develop core runtime components of the cloud orchestration platform.
- Build secure, scalable and reliable production-grade software.
- Investigate new technologies to improve current products and build new features.
- Participate and work closely with the open source community.
- Active participation in Functional Spec, Design and Code reviews. Champion good engineering practices.
- Contribute to planning and product roadmap discussions
- Help customers architect and deploy cloud infrastructure
- Be a technical coach and mentor to junior members of the team.

**Required Qualifications:**

- Expert knowledge and experience with Java or C/C++
- Network and multithread programming
- Proven track record building secure, scalable and reliable production-grade software and large-scale systems.
- Knowledge and experience with web, distributed, and networked applications (TCP, HTTP, XML)
- Experience with Linux, MySQL and open source technologies is highly desirable.
- Prior exposure to virtualization technologies and hypervisors (Xen, KVM, VMWare, Hyper-V) is a plus.
- Excellent programming and problem solving skills
- Self-starter and motivated to work in a high growth environment
- BTech/BS Computer Science or equivalent with strong CS fundamentals
- 5+ years of product development experience

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**Senior Software Engineer 2 Hyderabad Location (Req no: 24258)**

Citrix CloudPlatform, powered by Apache CloudStack, is a industry leading cloud orchestration platform that enables you to quickly and efficiently build a highly scalable and reliable IaaS cloud environments. It is the platform behind some of the worlds leading Enterprise and Service Providers cloud deployments.

The CloudPlatforms team is looking for a senior engineer with a focus on Networking technologies.

**Responsibilities include:**

- Architect, design, and develop core networking components of the cloud orchestration platform.
- Build secure, scalable and reliable production-grade software.
- Investigate new technologies to improve current products and build new features.
- Participate and work closely with the open source community.
- Active participation in Functional Spec, Design and Code reviews. Champion good engineering practices.
- Contribute to planning and product roadmap discussions
- Help customers architect and deploy cloud infrastructure
- Be a technical coach and mentor to junior members of the team.

**Required Qualifications:**

- Expert knowledge of C/C++ or Java
- Working knowledge of high-level languages such as bash, Java, and Python
- 2+ years hands-on programming experience involving networking technologies. Examples include TCP/IP, layer 2 or 3 protocol development, Open Source integration work, device drivers
- Hands-on design, operation and support of large, highly-available, global enterprise networks
- Understanding of Linux/Unix systems administration
- Prior exposure to virtualization technologies and hypervisors (Xen, KVM, VMWare, Hyper-V) is a plus.
- Excellent programming and problem solving skills
- Self-starter and motivated to work in a high growth environment
- Ability to work with a rapidly evolving product
- BTech/BS Computer Science or equivalent with strong CS fundamentals
- 7+ years of product development experience
- Multi-vendor hardware and software environments
- Troubleshooting complex networks and applications
- Datacenter, ISP POP, and co-location experience is a plus
- Exposure to layer 2 protocols (Spanning Tree, VLAN, GVRP, VTP, DHCP, IGMP Snooping), IP routing protocols including EIGRP, OSPF, BGP, IP Multicast, MPLS, TCP/IP fundamentals (packet level analysis), network protocols including TCP, UDP, HTTP, FTP, DNS, network infrastructure including LAN, WAN, routing, switching, load-balancing, network applications including encryption, offloading, content switching, network security including firewalls, proxies, ACL, IPSec, VPN, SSL, PKI, and hardware including entire Cisco product line with non-Cisco experience a plus.
- Familiarity with analysis tools including WireShark, Sniffer, IXIA, Cacti

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**Senior Software Engineer 1 Hyderabad Location (Req no: 24259)**

Citrix CloudPlatform, powered by Apache CloudStack, is a industry leading cloud orchestration platform that enables you to quickly and efficiently build a highly scalable and reliable IaaS cloud environments. It is the platform behind some of the worlds leading Enterprise and Service Providers cloud deployments.

The CloudPlatforms team is looking for a senior engineer with an emphasis on the core infrastructure and services layer.

**Responsibilities include:**

- Architect, design, and develop core runtime components of the cloud orchestration platform.
- Build secure, scalable and reliable production-grade software.
- Investigate new technologies to improve current products and build new features.
- Participate and work closely with the open source community.
- Active participation in Functional Spec, Design and Code reviews. Champion good engineering practices.
- Contribute to planning and product roadmap discussions

- Help customers architect and deploy cloud infrastructure
- Be a technical coach and mentor to junior members of the team.

**Required Qualifications:**

- Expert knowledge and experience with Java or C/C++
- Network and multithread programming
- Proven track record building secure, scalable and reliable production-grade software and large-scale systems.
- Knowledge and experience with web, distributed, and networked applications (TCP, HTTP, XML)
- Experience with Linux, MySQL and open source technologies is highly desirable.
- Prior exposure to virtualization technologies and hypervisors (Xen, KVM, VMWare, Hyper-V) is a plus.
- Excellent programming and problem solving skills
- Self-starter and motivated to work in a high growth environment
- BTech/BS Computer Science or equivalent with strong CS fundamentals
- 5+ years of product development experience

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**Senior Engineer Network Operations (Req no: 22523)**

**Position Summary:**

Serves as Network Operations Engineer in a large global enterprise and will be responsible for providing Tier 3 operations including network configuration and implementation, and maintenance support by identifying and resolving network issues, and proactively monitoring the health of the global WAN / LAN infrastructure and services.

**Primary Duties / Responsibilities:**

1. Monitor the health of the global WAN / LAN infrastructure.
2. Participate in daily monitoring and maintenance; respond to all related hardware and software-based problems and interface with vendor support service groups to ensure quick resolutions. Provide appropriate updates during outages or periods of degraded performance.
3. Coordinate resolution of production network issues with other IT groups. Perform initial research and diagnostics of network issues and use the trouble ticketing system to open, update, reassign and close trouble tickets.
4. Communicate directly with end-users as necessary to meet SLAs.
5. May participate on project teams as operations resource for configuration and/or implementation support.

**Qualifications (include knowledge, skills, abilities, and related work experience):**

Must be self-motivated with excellent interpersonal, communication, presentation, and organizational skills

The ability to work and team effectively with clients, management, and staff members in a multi-tiered, fast-paced environment

Knowledge and /or configuration of load balancing products, WAN acceleration products, or SSL/VPN

Demonstrated knowledge of basic network troubleshooting techniques and tools

CCNA and / or CCNP certifications preferred.

**Functional/Technical Requirements (include education, certifications, and training):**

Bachelor's degree in Computer Science, Engineering, or a related discipline, or equivalent

Minimum 8-10 years solid experience in data networking and operations, with a focus on root cause analysis

Proven knowledge and configuration experience of Cisco WAN routers (2800, 3800, 7200) & LAN switches (3700, 4500, 4948, 6500), Cisco ASA / PIX Firewall, Cisco wireless access points (1200) and controllers

Proven knowledge and experience with QoS, Routing Protocols (Static, BGP, EIGRP, OSPF), Spanning Tree, Layer 3 Switching, and VPNs (IPSec, MPLS, VPLS)

24x7 on-call participation on a rotational basis required

Communication Services; Product and Vendor Evaluation/Management; Problem Solving and Troubleshooting;

Network/Communication Architecture; Configuration/Implementation; Customer Engagement; Project Management; Capacity Planning, ITIL; Production Readiness Guidelines.

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**IT Engineering Lab Support Analyst (Req no: 23086)**

Uses specialized technical and process knowledge to troubleshoot and resolve IT technical incidents and service requests in a timely manner. Prepares documentation and customer service guidelines related to IT support. Takes ownership of medium to high complexity incident/service requests from inception to resolution in order to provide an outstanding customer experience. Engages the necessary IT resources to resolve incidents that require the contribution of multiple IT teams. Maintains a thorough understanding of industry best practices, company policies, and procedures

Primary Duties / Responsibilities:

- Part of IT Engineering Lab Support team
- Skilled in Unix/Linux Administration
- Virtualization skills required – preferably XenServer.
- Very good written and oral communication skills
- Very good inter-personal skills
- Around 2-5 years of technical experience
- Respond to manage the resolution of all incidents, per respective SLA processes and guidelines.
- Report escalations and potential issues to the Lead or Manager.
- Support and troubleshoot incidents of medium complexity to resolution for local and remote Citrix employees.
- Recommend hardware and software solutions to customers.
- May be assigned other project related tasks.
  
- Experience in writing and completing technical and end user documentation
- Demonstrated organization, project planning, and time management skills
- Excellent problem solving, analytical, and verbal and written communication skills in the everyday environment.
- Demonstrated customer service orientation
- Ability to assist remote users
- Able to communicate highly technical information as necessary to both technical and non-technical personnel
- Ability to absorb new technical information and skills that will need to be incorporated into personal support portfolio
- Must be reliable, dependable, flexible and able to multi-task with priority
- Able to manage incidents and tasks within SLAs
- A solid understanding of all major computer operating systems and Active Directory
- Advanced proficiency in hardware and software troubleshooting
- Some knowledge of Citrix products is a plus

Functional/Technical Requirements (include education, certifications, and training)

- Degree in Computer Science or a related IT field or equivalent
- Around of 2-5 years of experience in Linux/Unix Administration is a must
- Customer Engagement, Troubleshooting/Problem Solving, Analysis, Configuration, Incident and Service Management, Hardware Proficiency, Knowledge Management, Global Awareness, Project Execution/Management, ITIL

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**Procurement**

**Sourcing Manager (Req No-20801)**

**Position Summary**

This position supports the Sr Procurement Manager in developing strategic sourcing opportunities across a targeted range of indirect spend with Sums under management of >\$20M. The Sourcing manager will work with internal customers to identify opportunities for strategic sourcing of multiple complex spends categories *such as, IT, Real Estate and Facilities* to ensure cost effectiveness and the maintenance of the department’s performance standards; and supervise the on-site team and facilitate continued development of the team to support category efficiencies that align with procurement processes and policies, while managing internal stakeholder engagement and customer service over multiple business segments

**Primary Duties / Responsibilities**

- Research, evaluate and make decisions regarding processes, policies and strategies at the Local, Regional and global level
- Assess strategic importance of spend categories and redefine plans accordingly at the local, regional and Global level
- Determine sourcing options and supply alternatives, challenge others to provide creative options
- Lead structured analysis of supplier , economic and market conditions
- Identify and prequalify suppliers
- Lead vendor selection, negotiation, collaboration and contract management in line with global strategies and preferred suppliers to maximize benefits across Citrix and its affiliates
- Review, edit and approve complex RFI’s and RFP’s, and communicate to vendors
- Articulate contract standards and specifications. Enforce compliance
- Answer complex inquiries requiring interpretation of policies
- Respond to audits, surveys or other information from internal and external sources
- Effectively communicate the impact of sourcing decisions to management and employees as appropriate, and actively enroll their support.
- Develop and co-ordinate sourcing activities
- Co-ordinate and control expenses to drive spend rationalization and cost savings strategies– appropriately escalate non-compliance issues
- Assist with the department’s annual plan – produce annual planning bulletins and other tools to help others plan for cost containment
- Develop and document vendor data requirements, final terms and conditions and supplier performance measures, (quality, cost, delivery, technology, service and leadership) managing supplier relationships, performing root cause analysis and resolution, developing and monitoring supplier improvement plans
- Complete supplier assessments and rationalization – negotiate for best total cost of ownership, taking into consideration make vs. buy analysis, cycle time improvements, security of supply, continuous improvement and procurement collaboration
- Track and report savings and benefits
- Establish work procedures of local office teams
- Assist with the evaluations of team members work performance
- Train self and others concerning specific spend categories
- Identify and support team members with potential for advancement
- Recommend promotions and terminations and assist with the annual salary merit review process
- Promote with stakeholders and employees the departments objectives.

**Qualifications (include knowledge, skills, abilities, and related work experience)**

- Supervisory or management experience
- 5+ years of company relevant experience in indirect spend categories
- Bachelor degree, MBA is helpful

- CIPS accreditation or other relevant professional qualification
  - General working knowledge
- Management principles and techniques  
 Procurement governance policies and procedures  
 Purchasing, payable and reporting systems as appropriate to the role  
 Legal requirements relating to assigned areas of responsibilities (restrictions, guidelines, general laws, contracts and directives)  
 Company auditing and compliance procedures and guidelines
- Advance working knowledge
- Market/industry awareness in major indirect spend categories  
 Sourcing process and procedures  
 Purchasing, vendor management, legal and contract matters
- Systems – Sap R 3, Ariba, MS office – e source/e catalogues systems
  - Strong interpersonal and communication skills and the ability to work effectively with a wide range of cross functional teams in a diverse community.

**Functional/Technical Requirements (include education, certifications, and training)**

- Knowledge of MS Sharepoint and implementation of workflows
- High standard of Oral and written communication in English and local language
- Project management
- Negotiation, decision making, organizational and time management skills essential
- Strategic entrepreneurial thinker, able to translate procurement strategy to the business
- Proven ability to train and develop staff
- Conflict resolution
- Stakeholder engagement and relationship management skills
- Global Strategic Sourcing, e-Sourcing, Negotiation and Communication; Contract Administration; Spend Analytics; Vendor Selection and Management; Supplier Relationship Management; Purchase Decision-making and Accountability; Financial and Business Accountability; Training Delivery; Customer Service Orientations; Reporting; Procurement Systems; Purchasing Policy and Procedure Management

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**Globalization**

**Senior Software Engineer 1 (Req no: 22772)**

We are seeking an experienced and highly motivated Sr. Software Development Engineer in Test who is interested in joining the Globalization Services team. In this role, you will work together with a group of talented software developers, testers, architects to ensure International quality of Citrix products. As a Senior Software developer in Test on the Globalization Services team, you will be responsible for the delivery of an Enterprise Class automation system that can help move quality upstream in an software engineering process. One of your core responsibilities will be to mentor the junior members in the team and help achieve the group’s goals. You will be working with a wide variety of technology and virtualization platforms from traditional Windows, Mobile and Linux to the latest hypervisors. This is also a great opportunity to gain experience and guidance from some of the most talented developers in the world in the virtualized application and desktop space.

**Position Summary:**

- Enable Citrix software to be tested frequently, quickly and automatically. This would entail designing, implementing, executing, and debugging automated test tools using C# and PowerShell.
- Experienced in understanding and contributing to designing the complex Test frameworks incorporating the software globalization considerations.
- Has demonstrated the design and execution of successful test automation projects in the past.
- Has an experience in testing the complex software in the past.
- In addition to hands-on technical development activities, provides guidance in the analysis and conceptual design of proposed projects.
- Participates in determining feasibility of proposed projects and the overall plan for implementation.
- Operates as Subject Matter Expert and/or owner of moderate-complex software modules.



- Reviews progress and evaluates results of assigned technical projects and process against conformance to plans and specifications making recommendations based on the results. Documents accordingly.
- Teams up well with the Globalization test execution team to deliver high value.
- Networks with key contacts outside own area of expertise and other departments on technical matters.
- Understands and evangelizes the nuances of Globalization technical architecture of a Citrix product.

Keeps technically abreast of trends and advancements within area of specialization, incorporating these improvements into the overall process and anticipating their application in future projects

**Your daily tasks will include:**

- Analyzing Globalization test automation requirements and contribute to automation framework design.
- Designing and implementing code to build/modify a world-class test automation system.
- Bring in positive influence to the test project teams and ensure the execution of scripts to help deliver the automation ROI.
- Work towards Globalizing existing scripts to make it suitable for international users.
- Exploring product quality issues and triaging automated test runs.
- Mentoring junior members in the team to help them scale-up.
- Liaising with product teams and quickly grasp their automation framework.
- Own Globalization test automation deliverables from technical stand-point.
- Actively help Globalization Services team meet its strategic goals

**Qualifications and Requirements:**

- BS degree or equivalent in computer science, electrical engineering, or related field is required
- 5+ years of directly related work experience preferred.
- Strong experience in at least one major OS (e.g. Windows, Linux, Mac).
- Strong experience in developing automation framework and test scripts using C#/PowerShell.
- Strong knowledge in software engineering process.
- Good experience in Web based automation development.
- Knowledge of Software Globalization fundamentals is a huge plus.
- Demonstrated success as a tester and test automation engineer in the past.
- Experience in Hypervisors and Hypervisor API(s).
- Knowledge on developing automation scripts in Python, Perl, PHP is a plus.
- Knowledge of SOA/Web services and creating moderate complexity web applications
- Knowledge of mobile development technologies is a plus.

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**Staff Software Engineer (Req no: 24260)**

Position that develops, troubleshoots, and debugs software components for existing or new products. Works on problems of limited scope. Learns and follows standard practices and procedures. Normally receives general guidance and/or direction on routine work to achieve overall program performance, schedule and quality standards.

**Primary Duties / Responsibilities:**

Performs tasks of limited scope involving programming/coding, troubleshooting and testing of software components.

Applies software process methodologies to complete assignments and ensure quality output.

Solicits input and expertise to carry out assignments correctly.

Establishes and maintains thorough and accurate documentation of all work.

Communicates technical issues within scope of assignment.

Performs maintenance functions to correct errors as necessary.

Participates in design activity with other programmers on technical aspects relating to the project, including functional specifications, design parameters, feature enhancements and alternative solutions.

Meets or exceeds standards for the quality and timeliness of the work products that they create (e.g., requirements, designs, code, fixes).

Implement, unit test, debug and integrate complex code

Keep technically abreast of trends and advancements within area of specialization, incorporating these improvements where applicable; attends technical conferences as appropriate.

Demonstrated understanding of Computer Science fundamentals (e.g. algorithms, data structures).

Basic proficiency in a programming language(s) (e.g. C, C++, Java)

Basic proficiency in iOS or Android development

Understanding of basic software lifecycle process.

Knowledge of Windows and/or Unix.

Knowledge of Internet technologies (e.g. HTML, XML, TCP/IP).

Basic understanding of networking and data communications.

Must possess excellent problem solving & debugging skills.

Ability to pick up new technologies & platforms easily and quickly.

Knowledge of SDLC development methodologies.

**Requirements (Education, Certification, Training, Experience)**

BS degree or equivalent in computer science, electrical engineering, or related field. Equivalent experience may be substituted for formal education.

1 year minimum relevant work experience or applied coursework (entry level)

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**WW Technical Support**

**Lead Escalation Engineer (Req No. 24388)**

### **Position Summary:**

The position involves resolving customer reported issues through collaboration with members from the Escalation and Engineering teams. Ownership includes maintaining communications with the customer and Engineering as the main point of contact through the case resolution process. The case ownership process also requires for the Escalation Engineer to perform the analysis of logfiles specific to the product, log files from the Windows Operating Systems (like eventlogs, MSI logs, Userenv logs, process and OS memory dumps etc) and network traces while reproducing (or attempting to reproduce) the product behavior. The candidate should possess excellent communications skills and act as an effective technical interface between the customer and 3rd Level Engineering / Product Development by providing clear issue documentation (as needed). The individual must also possess the ability to resolve (or workaround) technically complex, mission critical or politically hot issues with general oversight by management, senior members of the team and/or Engineering. The candidate will be expected to become an expert in at least one core Citrix product and will be also be expected to write technical articles and case studies for the knowledge base (leveraging the customer reported cases). The candidate will also develop technical training material for internal audiences in at least one core Citrix product. The individual is expected to be flexible, dependable and have excellent time management skills.

### **Primary Accountabilities:**

The primary duties for this position include but are not limited to:

- Excellent customer service attitude and the ability to interact with customers in a professional manner.
- The ability to work in a fast-paced environment and use judgment in handling customer issues and provide technical assistance as needed.
- The candidate should be a highly capable communicator (oral and written), who can precisely explain technical phenomena to product managers, internal Citrix management and external customers.
- Provide technical diagnosis, troubleshooting information, workarounds and root cause analysis.
- Escalate cases to Product Development Engineering management when additional resources are required.
- Advise Technical Support management of the need for management intervention as required.
- Keep the customer informed of constant progress along with the current plan of action to resolution on a weekly or on an as needed basis.
- Conduct and participate in customer and multi-vendor conference calls.
- Provide regular status and reports to the customer as well as Citrix management.
- Conduct periodic review of open escalations with Developers to ensure proper issue priority assignment.
- Reproduce customer issues in the Laboratory to verify problems and provide feedback to the Development department as needed.
- Assistance in developing on-going training programs for the department.
- Promote a team environment by assisting and contributing to fellow Citrix employees whenever necessary to enhance the professional development of everyone within the organization.

### **The candidate should have experience with the following concepts and/or technologies:**

- Good understanding of Windows architecture
- Good understanding of Startup and Shutdown sequence in Windows
- Good troubleshooting skills of Core Windows OS components (RPC, DCOM, WMI etc)
- Good understanding of Microsoft Terminal Services & Printing architecture
- Exposure and troubleshooting experience in a Windows Active Directory domain environment is crucial.
- Strong understanding of DNS, DHCP and other networking concepts.
- Logical thinking and logical troubleshooting approach are extremely important.
- Ability to analyze Memory dumps of Windows Processes and also the OS.
- Good understanding of Virtualization and hypervisors
- Hands on experience in analyzing network traces, debug logs, perfmon logs etc is a must.
- Knowledge of troubleshooting tools - Windows built-in tools, Sysinternal tools(process monitor,process explorer etc) and other 3rd party tools
- Ability to read and understand C, C++, .net code, knowledge of PowerShell scripting, SQL database and Storage will be a definite plus.

### **Skills Learned While In-position**

- Deep understanding of the Citrix Virtualization stack and internal working of the product that is assigned

- Good understanding of end to end components of a Virtualization setup and the interoperability between the various components
- Increased understanding of programming languages (C, C++, and .net) as they relate to supporting the assigned products.
- Improve the debugging and log analysis skills as this becomes the major part of the daily work.
- Ability to assess and work as part of the team on feature changes and provide code fix recommendations for Citrix products (as needed).
- Ability to investigate failures in Citrix modules with custom debug tracing necessary to isolate root cause. process monitor,

**Qualifications and Requirements**

Escalation Engineer must possess good problem solving and communication skills. In addition, the individual must be flexible, dependable and have good time management skills.

**Requirements:**

Minimum of 8+ years experience in a Tech Support environment. Strong understanding of Windows 2003/2008 Servers in a networked environment .Good understanding of Windows Internals. Familiarity with debugging tools like windbg. Basic understanding of C++ and Dot net. Should be proficient in handling tools like perfmon and procmon. Should have excellent verbal and written communication skills.

**This position will require you to work on night shifts with a potential for extended coverage.**

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**Associate Technical Support Engineer (Req no: 21890)**

**Position Summary**

The position involves resolving customer reported issues through collaboration with members from the Escalation and Engineering teams. Ownership includes maintaining communications with the customer and Engineering as the main point of contact through the case resolution process. The case ownership process also requires for the Escalation Engineer to perform the analysis of log files and network traces while reproducing (or attempting to reproduce) the product behavior. The candidate should act as an effective technical interface between the customer and 3rd Level Engineering / Product Development by providing clear issue documentation (as needed). The individual must also possess the ability to resolve (or workaround) technically complex, mission critical or politically hot issues with general oversight by management, senior members of the team and/or Engineering. Thorough understanding of the customer’s environment and the ability to provide expert advice and advanced troubleshooting problem resolution steps are essential.

The candidate will be expected to become an expert in at least one core Citrix product and will also be expected to write technical articles and case studies for the knowledge base (leveraging the customer reported cases). The candidate will also develop technical training material for internal audiences in at least one core Citrix product. The position requires 3 to 4 years of related experience and/or bachelors degree in a related field. Citrix product certification and certification from Networking/Security vendors are also preferred (but not required).

**Qualifications and Skill Set Requirements:**

The Escalation Engineer must possess excellent problem solving and communication skills. In addition, the individual must be flexible, dependable and have excellent time management skills.

The Technical skills required for this position are a solid knowledge of the latest UNIX (BSD and Linux) Operating Systems, expert level knowledge in Networking and Security technologies, communication protocols, and familiarity with debugging tools. The candidate should possess a Bachelor of Science or Engineering in Computer Information Systems or Computer Science or have the equivalent experience.

The primary duties for this position include but are not limited to:

- Excellent customer service attitude and the ability to interact with customers in a professional manner.

- The ability to work in a fast-paced environment and use judgment in handling customer issues and provide technical assistance as needed.
- Excellent troubleshooting and debugging skills
- The candidate should be a highly capable communicator (oral and written), who can precisely explain technical phenomena to product managers, internal Citrix management and external customers.
- Provide technical diagnosis, troubleshooting information, workarounds and root cause analysis.
- Escalate cases to Product Development Engineering management when additional resources are required.
- Advise Technical Support management of the need for management intervention as required.
- Keep the customer informed of constant progress along with the current plan of action to resolution as per SLA or on an as needed basis.
- Conduct and participate in customer and multi-vendor conference calls.
- Provide regular status and reports to the customer as well as Citrix management.
- Provide assistance to Development during remote debug dial-in sessions.
- Conduct periodic review of open escalations with Developers to ensure proper issue priority assignment.
- Reproduce customer issues in the Laboratory to verify problems and provide feedback to the Development department as needed.
- Assistance in developing on-going training programs for the department.
- Promote a team environment by assisting and contributing to fellow Citrix employees whenever necessary to enhance the professional development of everyone within the organization.

The candidate should have experience with the following concepts and/or technologies:

- Load Balancers (e.g. NetScaler, Foundry ServerIron, Alteon, F5 BigIP, Cisco CSS).
- Network Operating Systems (e.g. IOS, CatOS, JunOS).
- Network monitoring and management (e.g. nagios, mrtg/rrd, SNMP).
- Sniffers and Protocol Analyzers (e.g. Wireshark, tcpdump, ethereal).
- Knowledge of Security technologies (e.g. SSL/TLS, VPNs, Firewall, IDS/IPS).
- Knowledge of routing protocols (RIP, OSPF, BGP) and switching technologies
- Strong working knowledge of commonly used appliances (load balancers, VPN appliances, WAN accelerators, cache devices, packet shapers, protocol analyzers).
- A solid understanding of WAN and LAN switching and routing, ARP, TCP, IP, HTTP, SMTP, DNS and other related internet protocols.
- A strong working knowledge of secure Web application delivery
- A strong working knowledge of the TCP/IP protocol stack.
- A strong working knowledge of application layer protocols.
- Knowledge of Layer 4-7 load balancing and SSL acceleration technologies.
- A working knowledge of UNIX (FreeBSD/Linux) server administration and scripting – Nice to have
- Internet Software (Apache, BIND) – Nice to have

Skills Learned While In-position

- Technical
  - Increase skill set with Network Operating Systems and network monitoring, sniffers and protocol analyzers.
  - Increase knowledge of Security technologies.
  - Increase knowledge of Layer 4-7 load balancing and SSL acceleration.
  - Ability to perform in-depth analysis of memory/core dumps, user dumps, network traces and Citrix specific tracing and logging.
- Customer Service
  - Understanding of CRM system and correct use/effective case documentation skills
  - Appropriate time management skills and ability to handle difficult customer conversations
  - Knowledge of call escalation processes
  - Design and host advanced training classes quarterly for internal teams

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**Senior Software Engineer 1 (Req no: 24156)**

**Position Summary:**

Responsible for designing, developing and maintaining the software for the Citrix XenApp / XenDesktop family of products. Maintain, analyze, troubleshoot and debug software programs. Also responsible for designing and developing tools used for troubleshooting and debugging.

**Primary Duties / Responsibilities -**

The primary duties for this position include but are not limited to:

- Work on customer-based software problems dealing with both the Escalation as well as Development Teams
- Create and maintain tools / plugins / software for the Citrix XenApp / XenDesktop family of products.
- Get involved in some or all phases of the tools / plugin / software development and release cycle that include design, coding, code reviews, troubleshooting and debugging, installation, software maintenance and testing.
- Maintain a focus on customer requirements and project objectives while mitigating project and product risk.
- Must be able to provide direction to the Global Escalation Team (in all Geos) on crash analysis, advanced debugging, programming examples, code training and complex code change explanations. Additionally, you may be required to write complex technical articles (white papers) and sample code for the knowledge base.

May have worldwide travel requirements to remote Citrix offices to train Global Escalation Engineers on advanced troubleshooting and debugging techniques.

**Qualifications & Requirements –**

Development Analysis Engineer must possess excellent problem solving and communication skills. In addition, the individual must be flexible, dependable and have excellent time management skills. The Technical skills required for this position are a solid knowledge of C/C++ programming, debugging and problem solving skills.

Position requires a B.S. [in Computer Science, Engineering] or M.S. with 2 to 5 years of experience. Experience working with multi-tiered application design and development, as well as, experience with debugging techniques and tools required, including the ability to analyze and debug dump files, network and stack traces.

**Technical Skills Requirements:**

- A candidate should have strong experience with the following concepts and/or technologies:
- Minimum of **2 to 5 years** of experience in working with Windows internals.
- Strong understanding of Windows kernel mode and user mode subsystems and good in **Windows Kernel mode & User mode APIs**.
- Strong in **C and C++**.
- Windows kernel mode and user mode debugging skills with **Windbg** is a must.
- Desirable to have good understanding of basic Networking concepts – Protocols, Trace Analysis and NDIS.
- Good to have Active directory and ADSI knowledge.
- Understanding Assembly Language is a plus.

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**Senior Installation Engineer (Req no: 23005)**

**Description:**

Citrix Consulting Services is expanding its current on premise based delivery capabilities to include center-based installation services for its core Desktop & Applications portfolio of products for the small to midsize market (SMB).

Citrix Worldwide Consulting Services is currently hiring Senior Installation Engineers who can work to deploy Citrix XenApp & XenDesktop solutions to the SMB marketplace in a remote capacity to Citrix customers around the globe.

As a Senior Installation Engineer, you will be expected to work with customers and partners to facilitate all communications required in order to install and configure Citrix XenApp & XenDesktop based on a pre-configured and automated installation routine. It is the responsibility of the Senior Installation Engineer to identify any issues/risks to a successful project and document them accordingly while ensuring proper escalation path procedures are adhered to.

The Senior Installation Engineer is primarily engaged on either customer facing or internal professional services engagements. Sr. Installation Engineers often lead the technical aspects and the development of project deliverables. The Senior Installation Engineer is responsible for continuing to develop the foundation skills of consulting and becoming proficient with one or more relevant technologies. The position requires an individual to utilize their skills in the consulting methodology, server-based computing concepts, documentation standards and organization, time management, Citrix products and technologies, software installation, and networking skills on internal Consulting Solutions assignments or client engagements. The Senior Installation Engineer must be able to individually solve problems proactively and seek help from more experienced team members or other available sources (i.e. knowledge base, manuals, etc.) when necessary. The position requires a team player that seeks to supplement their skills through the use of project experience, self-study manuals, and point of need training. Good written and verbal communication skills are also required.

**Primary Duties/Responsibilities:**

The Sr. Installation Engineer works on internal and customer facing consulting projects of low-to-medium complexity with significant responsibilities for completion of entire project sections. Sr. Installation Engineers also lead "standard" projects of low complexity.

- Emerges as a significant contributor and leader on project efforts, with the ability to assume responsibility/ownership for entire project components.
- Grows technical capacity beyond the core Citrix products and underlying technologies. Able to breakdown complex problems into manageable pieces and follow a structured process to resolve them.
- Holds teammates accountable for their commitments and helps coordinate team activities to ensure task completion.
- Stays up to date on the latest tools, methods, and measures both within Citrix and in the industry.
- Proactively, clearly, and openly shares information and ideas with others; asks for, listens to, and uses feedback and input.
- Talks openly with others, inside and outside of the company, about the things happening at Citrix.
- Prioritizes and focuses on what is most important for their individual deliverables, with consideration for the impact on team deliverables.
- Thinks and acts in terms of "We," rather than "Us vs. Them"

**Qualifications:**

- Independent problem solving skills
- Ability, initiative and accountability to execute broad assignments requiring minimal direction
- Solid professional communication skills

**Requirements (Education, Certification, Training, and Experience):**

- Bachelor of Science from an accredited university or equivalent experience
- 1-3 yrs experience as a Consultant or equivalent experience.
- Positive customer service attitude
- CCEA and MCSE/MCITP certifications preferred
- Prior experience with people-management and mentorship in a direct and/or matrix reporting capacity
- Knowledge of scripting languages PowerShell, VB Script, etc

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**Installation Architect (Req no: 23004)**

**Installation Architect**

Citrix Consulting Services is expanding its current on premise based delivery capabilities to include center-based installation services for its core Desktop & Applications portfolio of products for the small to midsize market (SMB).

Citrix Worldwide Consulting Services is currently hiring a Remote Installation Services Team Lead to help manage Installation Engineers who will be deploying Citrix XenApp and XenDesktop to its global customer base. The Installation Architect will be responsible for all oversight and resource/project allocation to the Installation Engineers. The Installation Architect will serve as a point of escalation for the Installation Engineers as delivery issues arise. The Installation Architect will also have delivery responsibility for projects within the delivery center.

The Delivery Lead will be responsible for assessing and refining the delivery process within the team on an ongoing basis.

**Primary Duties & Responsibilities:**

- Plans and leads all aspects of all projects. Effectively multi-tasks across multiple initiatives/projects with a high speed of delivery.
- Acts as the primary interface for the client or project manager for basic to intermediate projects. Takes an active role in business development of net-new or follow on engagements.
- Provides technical “thought leadership” to the entire Citrix Consulting team. Can lead, plan and designs technical solutions that meet, or exceed, customer requirements that deviate beyond “Installation Services”
- Creates an environment where others feel it is safe to be open and candid, and where conflicting ideas and opinions are regularly discussed.
- Takes full responsibility for overall execution and delivery of critical tasks or projects.
- Encourages others to do things differently, push the boundaries, and experiment outside their comfort zones.
- Stays focused on department and Citrix strategic priorities and allocates their time and resources accordingly.
- Steadily leads others through the ambiguity and newness of both planned and unexpected changes.
- Mentors, coaches, provides timely feedback, and helps develop the skills of others; attracts new talent to the team.
- Works with and through others to consistently break down barriers between departments.
- Exemplifies excellence by setting high standards for themselves and others, while demonstrating endurance and the ability to lead the team through major obstacles.
- Leads by example and wouldn’t think of asking others to do something he/she wouldn’t gladly do.
- Engages, encourages and inspires colleagues and customers through a positive personal presence.

**Qualifications:**

- Positive Customer Service Attitude
- Extensive track record implementing large, complex enterprise-class solutions using Citrix technologies.
- Extensive experience in delivery of technical collateral across entire portfolio (white papers, knowledgebase, Education courseware, etc).
- Rapidly establish credibility with clients through effective communication of technical knowledge
- Demonstrated technical and delivery expertise to meet deadlines and create effective deliverables

**Requirements:**

- Bachelor of Science from an accredited university or equivalent experience
- 1-3 yrs experience as a Principal Consultant or Architect equivalent experience.
- Willing to travel 50% of the time including international travel for corporate role and 70-80% travel within the GEO for GEO-based roles.
- CCEA and MCSE/MCITP certifications preferred
- Experience in server/desktop automation PowerShell/WMI/VBScript

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**Senior Systems Analyst (Req no: 23178):**

**Position Summary:**

The Systems Specialist will provide system maintenance and support for Education applications and databases administered by the organization.

Coordinates the production of moderately complex KPI, financial and certification reports. Support senior members of the organization regarding integration initiatives between applications and/or related systems. Support data validation efforts for newly created reports and/or Education Systems databases.

Assists in the planning, administration, monitoring, and performance optimization of databases. Performs moderately complex database tasks including database creation, input into the creation of physical and logical structure and data protection. Ensures accuracy and completeness of data.

Uses professional concepts and previous experience to apply company policies and procedures to resolve a variety of issues of moderate scope where analysis of situations or data require a review of a variety of factors. Exercises judgment within defined procedures and practices to determine appropriate action and/or resolution. Primarily supports internal Education Systems stakeholders, however, as required may also field issues and/or inquiries from other departmental (Education) stakeholders.

**Primary Duties / Responsibilities:**

- Create and modify moderately complex database structures using Data Definition Language (DDL) statements to create tables and appropriate indices for optimal data access, as well as database objects such as store procedures, functions, views, and triggers.
- Follow recommendations for improvement in order to implement system and application changes.
- Works on assigned tasks or reported issues/problems of moderate scope where analysis of data requires a review of a variety of factors and/or inputs. Exercises judgment within defined procedures and practices to determine appropriate action. Escalates more complex issues and/or situations to management as applicable.
- Primarily supports internal Education Systems stakeholders, however, as required may also field issues and/or inquiries from other departmental (Education) stakeholders.
- Collaborate internally within Education Systems and department to ensure systems are well integrated within release management.
- Assist senior members of the team with coordination of system vendors to resolve issues in a timely manner.
- Install server-based application software in coordination with server administrators. Install new software, service packs, upgrades, and fixes.
- Monitor databases for optimal performance. Recommend improvements to enhance overall performance.
- Serve as a resources to work with Education Systems application development teams in order to resolve moderately complex database problems and to maintain development, test, and production environments.
- Assist senior members of the team with Review Extraction, Transformation, and Loading (ETL) processes for optimal access and data manipulation methods. Execute and monitor ETL jobs in production servers. Recommend improvements to enhance overall performance.
- Assist senior members of the team with the investigations and resolution of moderately issues associated with replication timeouts, errors and latency.
- Assist senior members of the team with periodic security controls. Manage database users and their appropriate level of permissions.

**Qualifications (include knowledge, skills, abilities, and related work experience):**

- Strong understanding of database development and architecture concepts.
- Demonstrated proficiency in programming skills for developing stored procedures, functions, triggers and views using T-SQL.

- Strong knowledge of tuning and optimization techniques including optimization of stored procedures, triggers, tables and indices.
- Strong understanding of backup/ restore options as well as business continuity processes.
- Previous experience with data modeling concepts and tools.
- Strong understanding of database security concepts.
- Must be able to work with minimal supervision and have a strong team orientation.
- Excellent verbal and written communication skills.
- Ability to solve moderately complex problems.
- Strong analytical and technical skills.
- Knowledge of high availability technologies such as clustering and/or database mirroring.
- Knowledge of replication setup and maintenance.
- Effectively work in a team environment requiring close collaboration and effective communication.
- Understanding of data warehousing concepts and processes.
- Knowledge of domain database technology.
- Database Certification is a plus.

**Functional/Technical Requirements (include education, certifications, and training):**

- Bachelor’s degree or equivalent
- 2+ years of experience supporting production databases
- Experience with ETL tools
- Hardware and/or Software Installations; Testing; Programming Concepts, Techniques, Languages (development platforms); Documentation; Troubleshooting and Problem Solving; Product and Vendor Evaluation/Management; Data Modeling; ITL Methodologies; Systems Lifecycle

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**Senior Technical Support Engineer (Req no: 23878)**

**Position Summary**

The Technical Support Engineer is responsible for responding to and resolving complex customer problems via phone, email and remote access for Citrix products. The support focuses on in-depth problem analysis of Citrix products and their integration into enterprise-wide mixed environments. Isolate and provide resolution to customer issues or qualify the customer issue for senior level assistance or other vendor assistance. Follows standard practices and procedures in analyzing situations or data from which answers can be readily obtained. Use fundamental technical troubleshooting skills obtained through performance of the role to define and isolate technical issues. Actively participate in some or all phases of the software development and maintenance cycle. These phases include working on customer-based problems dealing with both the Escalation Team as well as Third Level development on reproducing and researching customers' issues, troubleshooting, debugging, documentation, building lab environments, software maintenance, and testing.

Responsibilities :

The primary duties for this position include but are not limited to:

**Technology Proficiency**

- Provide technical assistance to customers on Citrix products via phone, email and/or remote access.
- Perform advanced problem analysis and isolate problems of a complex level of difficulty.
- Reproduce customer issues in house.
- Publish articles in our in-house knowledgebase.
- Able to learn a wide variety of technologies at a rapid pace

**Communication**

- Document customer problem information, recommendations, and resolution in a clear and concise manner using CRM incident tracking system.
- Ensure telephone ACD queue coverage accounts for 70% of time spent in direct customer contact.
- Communicate appropriately and provide regular updates to customer and management.

**Professional Communication**

- An excellent customer service attitude and the ability to interact with customers in a professional manner are required.
- Must have the ability to work in a fast-paced environment and use judgment in handling customer calls and providing technical assistance
- Strong written and verbal communication skills

**Qualifications and Requirements**

- Minimum of 3 years experience in a Tech Support environment.
- Solid knowledge of network security concepts, Networking technology, Communication Protocols, and familiarity with network troubleshooting tools.
- Strong understanding of all major application access technologies such as SSL VPNs, Hardware Load Balancers, Layer 3 Hardware.
- Should have excellent verbal and written communication skills.

**This position will require you to work on night shifts with a potential for extended coverage.**

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**Systems Programmer (Req no: 23812)**

**Position Summary:**

This entry-level role works under the close direction of senior systems analysts and focuses on Avaya CTI packaged application. This position is responsible for designing and developing solutions in Avaya CM ACD routing, Avaya CMS, and Avaya IC CTI with Siebel CRM application.

The candidate will focus on learning and demonstrating knowledge of established concepts in reviewing, analyzing, and evaluating basic business processes and systems. May learn the requirements to create basic process models as well as those required to support the overall process ecosystem including screen interactions, dashboards, rule management, optimization algorithms and other items.

**Qualifications & Requirements:**

- Bachelor’s degree in Computer Science, Management Information Systems, or a related field or equivalent
- 1+ years of related experience in various Avaya modules like ACD, CMS and Interaction Center, SQL Tools, Workflows, Troubleshooting, vendor interaction etc.
- Requirements Management, Testing, Change Management, Systems and Process Interactions/Workflows, Knowledge of New/Emerging Technologies, Domain-Specific Technical Knowledge, Problem-Solving Skills, Understanding & Application of Broad Business Processes, Knowledge of Domain specific Technology, Processes, and Practices, Understanding & Application of the Software Development Life Cycle (SDLC), Project Management

- VB.Net experience is an added plus
- Technical expertise of Avaya CTI Systems and related development methodologies
- Technical and Functional knowledge of general telecommunications and networking concepts
- Experience in delivering Global large scale enterprise projects / applications
- Analytical and problem solving abilities
- Solid written and verbal communication skills
- General knowledge of MS Office applications and other productivity tools
- General knowledge of application architecture and networks
- Basic programming experience
- General understanding of applications and networks
- Must be responsive and deadline-oriented with a sense of urgency.

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**Training Manager (Req no: 24352)**

Manages the L&D activities and team in India, involved in the design, preparation, delivery and needs assessment of training and development programs for country. Develops and/or approves content, methods, and materials for training staff and may conduct courses.

**Primary Duties / Responsibilities**

- Conducts needs assessments and gap analysis to identify development requirements within constituency.
- Analyzes information on training research, new materials, methods and techniques, and makes recommendations for their use
- Delivers Internal training classes to employees, managers and new hires.
- Identifies necessary metrics to measure value of training deliverables.
- Aligns development initiatives with the strategic direction of the region and company.
- Manages external consultants and directs their efforts to support organizational needs.
- Oversees various programs including professional development topics, specialized development topics, management and employee orientation programs.
- Aligns with corporation wide initiatives impacting constituency.
- Serves as consultant to advise business unit liaison on L&D opportunities.
- Evaluates participant and course performance and adjusts programs as appropriate, continuously analyzing and evaluating current learning strategies.
- Serve as consultant to advise business unit liaison on training and development opportunities.
- Identify performance gaps for individuals and teams that could prevent the business unit from achieving their objectives and align possible development solutions
- Coordinate, assess, design and deliver performance improvement solutions
- Select, manage and evaluate external partners who deliver planned performance improvement solutions
- Secure quality, cost-effective resources to deliver training and performance solutions
- Develops assessment tools to determine program effectiveness, establishes appropriate metrics and provides related reports.
- Develop curriculum customized for Citrix on short time frames to communicate and implement policy changes and/or address organization wide issues/programs

- Market, administer and evaluate solutions delivered, Develop/implement employee services' communication and training programs
- Address all employee concerns and requests with a sense of urgent, Complete special projects within the L&D/HR Operations team as needed

**Qualifications and Requirements:**

- Existing People Management Experience
- Good Coaching and Consulting experience
- Excellent organizational skills, ability to set priorities and meet deadlines
- Self-directed individual with initiative
- Project management skills from concept to planning, to implementation and evaluation
- Curriculum development capabilities for traditional and non-traditional deliveries
- Outstanding verbal and written communication skills with strong classroom presence
- Resiliency and tolerance of ambiguity
- Outstanding customer focus, collaboration and teamwork
- Strong presentation skills
- Excellent coaching skills, influencing skills and facilitating skills
- Diplomacy, maturity and ability to keep confidences
- Customer service skills, listening and understanding client business priorities
- Very strong interpersonal skills, ability to give and receive constructive feedback, ability to interact and partner with people at all levels and locations
- Very strong Microsoft Office skills, especially Word, PowerPoint, Excel
- BA/BS or equivalent experience.
- Five to seven years experience in training and development
- Four to five years in Human Resources field.
- Experience must include three to four years developing traditional and non-traditional training programs for business.
- Two to three years experience designing and delivering management training programs.
- Two to three years experience conducting needs assessments in business organizations

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**Technical Support Engineer (Req no: 24534)**

**Position Summary:**

Responsible for the review and qualification of support calls submitted for escalation by Citrix Support Representatives worldwide. Maintain the flow of communication between Customers and Engineering throughout the issue resolution process. Responsible for conducting a complete analysis, reproducing the issues and recommending workarounds. Provides 1st line analysis of network traces, debug files and reproduction of technical incidents.

**Qualifications and Requirements:**

- Solid knowledge of the latest Server, Storage & Networking technologies and communication Protocols
- Understanding of Linux/Unix (LVM, NFS, Open iSCSI, IPtables, Cron, ext3, boot process)
- Understanding of networking (especially VLANs, basic to intermediate routing/switching)
- Basic to intermediate knowledge of Microsoft Windows.
- Experience with NAS/SAN technologies and protocols (iSCSI, NFS, CIFS)
- Understanding of virtualization concepts (XenServer, KVM, OpenStack, HyperV, VirtualBox)

- Understanding of networking
- Cisco CCNA preferred
- IP addressing and subnetting, NAT concept, VLANs, Routing and Switching fundamentals, The TCP/IP and OSI models, LAN/WAN technologies.
- Basic knowledge of Windows Operating System
- Basic understanding of Windows AD domain, DNS, DHCP, etc
- A basic to intermediate understanding of Windows 2003/2008 server
- Microsoft Certified - MCSE / MCP preferred.

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**Technical Support Engineer (Req no: 24033)**

**Position Summary:**

Technical Support Engineer is responsible for responding to and resolving complex customer problems via phone, email and remote access for Citrix products. The support focuses on in-depth problem analysis of Citrix products and their integration into enterprise-wide mixed environments. Isolate and provide resolution to customer issues or qualify the customer issue for senior level assistance or other vendor assistance. Follows standard practices and procedures in analyzing situations or data from which answers can be readily obtained. Use fundamental technical troubleshooting skills obtained through performance of the role to define and isolate technical issues. Actively participate in some or all phases of the software development and maintenance cycle. These phases include working on customer-based problems dealing with both the Escalation Team as well as Third Level development on reproducing and researching customers' issues, troubleshooting, debugging, documentation, building lab environments, software maintenance, and testing.

**Qualifications and Requirements:**

☑ Minimum of 4 years experience in a Tech Support environment. ☑ Experience in working with Windows 2003/2008 Servers in a networked environment. ☑ Experience in working with Windows XP/Win7/Vista ☑ Experience in configuration of Active Directory, DHCP and DNS. ☑ Good understanding of Network troubleshooting. ☑ Good understanding of Network Storage systems and associated protocols. Configuring and troubleshooting NAS, SAN, NFS will be a plus. ☑ Fundamental knowledge of XenServer, VMware or MS Hyper-V technologies will be a plus. ☑ Should have excellent verbal and written communication skills.