

Job Description – Data Migration Specialist (Singapore Based)

About the Company

Established over 12 years ago, Reciprocal Group is an independent company made up of highly motivated passionate people who are able to offer compelling ideas and creative solutions that are not vendor constrained. Within the group are Reciprocal Global Services, LifecycleStor, eDave and NASessor which provides a perfect combination, delivering consultancy, data migrations, solution design, implementation, and on-going support services to address all our customers' needs. We transform the client's environment providing exceptional services and support to achieve change.

Our team are highly experienced in delivering project's for many leading enterprise organisations, across all verticals. Reciprocal is a global trusted partner and provides specialist services to the largest storage vendors globally.

We believe in a consultative approach without the need to pressure sell and pride ourselves on 100% customer satisfaction.

Our technology specialities include:

- Data Migrations
- Consultancy
- Storage
- Backup
- Virtualisation
- Networking

Job Objectives

This global position, based in Singapore, is a rare opportunity to join a well-established business who pride themselves on customer satisfaction.

The requirements of the job are varied, however has specific focus on migrating organisations from legacy storage platforms and applications into both on-premise solutions and the cloud. This can include email archive migrations, NAS to NAS, Archive to NAS and much more.

The role is to provide end to end migrations as well as pre-sales technical support for both prospective sales (working closely with the sales team) and post sales project delivery.

Typical duties will involve working with our technology partners and clients, drafting Statements of Work, design documentation, providing necessary change and support documentation, planning, technical architecture, design, transforming existing data into a format for the new environment and ensuring all data is successfully migrated, work with all enterprise storage platforms and extensive project delivery across multiple migration methodologies.

We believe that people skills are just as important as technical skills, we need people who can communicate well with our customers and who can explain technical issues in very simple terms. We need people whose values fit with our own 'friendly' values and be part of the Reciprocal team.

We like to keep our employees challenged therefore a willingness and enthusiasm to learn new technologies inside out to be able to use them to deliver migration projects is a must. A good understanding of data migrations is a must and an understanding of storage platforms is a bonus.

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Specific Responsibilities

- Technical solution design for customers based on their requirements ranging from enterprise to archive migrations
- Investigations into customer's environments to correctly scope and design migration solutions using internally and externally developed tools
- Drafting Statements of work and design documentation
- Help identify and validate new solutions for the company portfolio
- Implementation and delivery of migration solutions into customer's environments
- Solution design of migrations including Archive, NAS, SAN and Virtualised
- Provide support to all customers across a range of migrations
- Take ownership of assigned projects to ensure on target and on budget delivery
- Delivery of migrations remotely and on site in a timely and professional manner
- Maintaining a high degree of customer service for all projects and support queries
- Taking ownership of user problems and being proactive when dealing with user issues
- Building and maintaining a professional relationship with all customers and vendors
- Take responsibility for assigned project actions
- Ongoing product and technology training and progression across company chosen portfolio

Essential Requirements

Successful candidates must be eligible to work and reside in Singapore and be available to start as soon as possible.

- Excellent communication skills (telephone and video conferencing). Being able to communicate in clear messaging is at least as important as good technical skills
- Experience in project delivery to customers is essential
- The ability to learn quickly – we do not expect you to be an expert now, but we want you to become one quickly
- A self-starter who is comfortable working alone and within a team
- Prepared to be flexible and open-minded about all aspects of the job
- Previous experience in migration solution design and documentation and support of customers
- Experience in delivering data migrations
- Previous experience of guiding customers through installations, working with customers remotely and being able to explain requirements and instructions clearly and simply
- Previous experience with writing documentation and reports is a must
- Must be self-motivated, trustworthy, hard-working, enthusiastic and able to work under tight timelines
- Delivery of concurrent multiple engagements
- Previous experience of data migration tooling

Desirable Requirements

- Being able to promote solution sets to customers and base recommendations on the relevant solution sets with reasoning
- Previous experience with VMware products
- Previous experience with application transformation
- Previous experience with storage vendors including:
 - Dell EMC
 - HDS
 - NetApp
 - HP
 - Dell

Goals

The right candidate will want to have a willing to learn new products and become certified experts in these products to enable them to expertly deliver sometimes complex migration projects. We would be looking for the right candidate to become an expert in multiple data migration tools as well as storage platforms and help drive the project deliver team. Self-motivated, trustworthy, hardworking and flexibility is a must.

Location

- Singapore