Iomart Hosting Monitoring Technician

The Company

Originally founded in 1998 as an integrated internet and telecommunications company, the iomart Group has evolved to become one of Europe's largest providers of cloud computing services, serving in excess of 300,000 customers each day, through several distinct brands.   iomart offers hosting services to both the private and public sector via its brands: iomart Hosting, Easyspace, iomart Cloud, RapidSwitch, Backup Technology, Redstation and Melbourne Hosting.

The Role

We are looking for a **Monitoring Technician** to join the iomart Hosting VIP Team in Glasgow.   This role involves closely managing our monitoring facilities, networks and servers and managing backups and will suit technically gifted individuals with a good understanding of working in a technical support environment.   A key responsibility of this role is to provide a high level of core hours support via ticket/telephone to all iomart's VIP customers at either the Glasgow Head Office or Datacentre.

This role is very much seen as a development role in which the successful candidate will develop their skills over time with a view to 'stepping up' to the Systems Engineer role as positions become available.

Skills/Experience

- RHCT and an MCSE Server 2008/2012 qualifications are desirable, however, minimum skills required from applicants are basic Unix, Windows OR Linux 2nd line administration skills
- Exceptional technical customer / Helpdesk support
- Ability to take ownership of problems and their solutions.
- You will be organised, reliable and highly motivated with great interpersonal skills.
- Providing the best possible service to our customers will be very important to you and you will have a 'yes we can' approach to your role
- First class communication skills are also key

How to Apply
This is an excellent opportunity for someone who wants to develop their technical knowledge/skills and progress within iomart.   If you have a strong desire to help customers and play an active part in the success of our Team, a positive attitude and the required knowledge/experience, please email your cv and internal application form to careers@iomart.com