System Engineer - Top 3 Managed Cloud Computing Company

Location: Maidenhead

Salary: £18,500 to £25,000

Iomart

iomart Group plc is delighted to offer this opportunity to join one of the UK's leading managed hosting companies. Originally founded in 1998, the iomart Group has evolved to become one of Europe's leading providers of managed hosting, Datacentre and cloud computing, serving over 300,000 customers each day. iomart offers managed hosting solutions for any size or type of business, from a single server to complex managed hosting environments.

The Role

As a Data Centre Technician you will rack, deploy and configure servers within a 24 x 7, 365 days per year Data Centre environment. It is expected that you would have some experience of providing great service via a technical support helpdesk. Your main focus will be to assist with the technical support of all iomart hosting customers.

Key Responsibilities

Support

- Ability to work 12 hour shifts within a 24/7 shift pattern
- Work as part of the support service team to ensure we meet our SLA targets
- Your day to day tasks will involve deploying racks, configuring servers, running and terminating network cables, performing tape changes etc
- Resolving customer routine issues via ticket/telephone and escalating support requests whenever necessary
- You will be remote hands for our clients when required.
- Adherence to Datacentre operational processes

Key Features of the Role:

- Installing and modifying data floor equipment in line with company standards, e.g., racks, switches, power bars, controllers, making, terminating and testing cables etc
- Server configuration and network support/administration
- Updating asset management systems and stock control systems
- Managing Backups
- Monitoring networks and servers
- Managing tasks in the Datacentre environment and liaising with maintenance personnel
- Managing tasks in the DC and liaising with support engineers to troubleshoot physical issues

Skills/Experience

- Windows and/or Linux basic admin skills
- Basic understanding of Networking principles
- Have deployment experience or Knowledge of OS installations (Widows, Unix)
- Fibre optic cabling and structured cabling experience
- Asset management system experience
- Exceptional customer service skills
- Be a practical person comfortable in a physical role handling heavy equipment

What do we offer in return? ….

- We'll shout you to lunch once a month
- ½ Day off on your Birthday
- Breakfast on us every day, including a hot roll on Fridays
- Free on-site car parking
- Long service benefits
- Snacks, drinks and fruit all day, everyday
- Pension
- Share save and childcare voucher schemes
- Supported training and access to an online training portal 24/7

Training & Development

As you can gather, we have a relaxed and friendly working environment but don't be fooled; you will be working with some of the country's best talent and greatest technical experts. We want our people to thrive, prosper and to leave work every day feeling valued and that they have made a difference. Talented, motivated and creative people lie at the heart of our success so we invest heavily in our people and their professional and personal development through our online training portal and Management and Leadership Development Programme.

We look forward to hearing from you ………