

# **Systems Engineer (Tech 1/Service Desk) - Top 3 Managed Cloud Computing Company**

## **Vacancy Title**

Systems Engineer (Tech 1/Service Desk), Glasgow - Top 3 Managed Cloud Computing Company

## **Salary**

£15,500

## **The Company and Role**

The iomart Group is one of Europe's leading providers of managed hosting and cloud computing services. We specialise in the design, implementation and management of business-critical hosting services enabling companies and organisations to reduce the cost, complexity and risks associated with maintaining their own web and online applications. With offices and datacentres across the UK, we are at an exciting time in our expansion plans across all of our brands.

We are looking for a Systems Engineer to be based out of our Glasgow Head Office.

## **Role and responsibilities**

- Work as part of the support service team to ensure we meet our SLA targets
- Liaise with internal/external customers to understand technical requirements and resolve issues as quickly as possible and with minimum customer impact
- Resolving customer routine issues via ticket/telephone and escalating support requests whenever necessary
- Adherence to Helpdesk operational processes
- Provide 1<sup>st</sup> line support for hosting brands
- Day to day customer communication via telephone, ticketing system, direct email and face to face
- Supporting clients across various iomart brands all around the UK
- Troubleshooting Shared Linux Hosting and Shared Windows Hosting
- Domain management
- Email configuration on mail clients and mobiles/tablets

## **Experience**

- Windows and/or Linux basic admin skills
- Basic understanding of Networking principles
- Exceptional customer service skills
- Great verbal and written communication skills

## **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 technical certification, our online training portal and our Management and Leadership Development Programme.

We look forward to hearing from you .....