

Support Engineer, Manchester - Top 3 Managed Cloud Computing Company

Vacancy Title

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Sonassi

Sonassi is part of the iomart Group which is one of the Top 3 Managed Cloud Computing Companies in the UK. We are a managed web hosting provider, with a speciality in building and maintaining clustered infrastructure for Magento stores.

We are delighted to offer this opportunity to join one of the UK's leading managed hosting companies based in Manchester.

Role Description

The role of our support engineers is to build, maintain and support the infrastructure and customer.

Support engineers typically handle issues from start to finish - and where that isn't possible, initially issues will be escalated - but we'll supplement your knowledge by providing on-the-job training and mentoring to increase confidence and ability even for the most technical of Linux, networking or physical infrastructure issues. For this reason, we do not classify the role as Level 1/2/3 support - but a blend of all three.

Skills/Experience

- Fault identification (evaluate whether issues are network, hardware, server configuration or Magento itself)
- Managed web server management
- Building/configuring/adding infrastructure to stacks
- Onboarding new customers (site migration/cloning)
- Modification/management firewall rules
- Security patch application and forensic security audits
- Investigating server generated alerts/errors and ongoing maintenance
- Identifying server side issues from Magento store side issues
- Updating and maintaining internal and customer documentation
- HA/Failover simulation and testing
- Performance bottleneck analysis

Key Responsibilities

Essential

- Experience with Linux (Bash, Nginx, PHP-FPM, MySQL)
- Basic understanding of PHP
- Excellent written and verbal English
- Patience and an aptitude to help customers
- Calm under pressure
- Efficient at managing workload/prioritising tasks
- Willingness to work on call

Desirable

- Experience physically assembling computers/servers
- Debian/Ubuntu experience (maintaining, building packages etc.)
- Magento experience
- Good working knowledge of software used in MageStack
- Driving licence

****Please note that successful applicants must have the right to work in the UK by the start of their employment. We do not sponsor work visas****