

## **Systems Engineer (Tech 2), Leeds - Top 3 Managed Cloud Computing Company**

### **Vacancy Title**

Systems Engineer (Tech 2), Leeds - Top 3 Managed Cloud Computing Company

### **Salary**

£18,000 to £28,000 DOE

### **iomart**

iomart is one of the leading providers of cloud computing and managed hosting. Headquartered in Glasgow, iomart employs over 380 talented staff in offices and datacentres across the UK. Originally founded in 1998, it is listed on the London Stock Exchange and specialises in delivering cloud consultancy, facilitation and digital transformation to ISVs, SMEs, enterprises and the UK public sector.

iomart's employees help enable any size of business and organisations to operate their online data and IT environments safely and securely. Our technical staff are experts in public, private and hybrid cloud solutions - including AWS and Microsoft Azure – as well as data centre and network engineering. iomart owns and operates a network of UK data centres connected by a high capacity private fibre network and backed by 24/7 technical support.

iomart Group plc is delighted to offer this opportunity to join one of the UK's leading managed hosting companies based in our Leeds office.

### **Role Description**

You will be one of our Service Desk technical team delivering, managing and developing Managed Service Customers. Your main focus will be to assist with the technical support of all iomart Managed Service Customers.

### **Duties 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
- Provide on-call support for Managed Service Customers as required
- Resolving customer routine issues via ticket/telephone and escalating support requests whenever necessary
- Regular reporting on activity
- Provide 1<sup>st</sup>/2<sup>nd</sup> line support for Managed Service Customers
- Day to day customer communication via telephone, ticketing system, direct email and face to face
- Supporting clients across various technologies all around the UK
- Responding to Monitoring Alerts and Tickets
- Use of iomart Support Systems: Deskpro, MyServers, Secrets, IP Plan, Nagios, Rancid & PRTG etc.+

## **KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED:**

### **Essential**

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

### **Desirable**

- Linux – CentOS/Redhat
- Asigra Cloud Backup
- Zerto DR

### **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.