

Vacancy Title

1st Line Technical Support Engineer

Location: St Asaph

Salary: £16,000-£21,000, depending on experience.

The Company

Hosting UK have been providing internet services for 20 years for customers ranging from hobbyists to multinationals and public-sector organisations and as a company within the iomart Group, one of Europe's leading providers of managed hosting, datacentre and cloud computing, serving over 300,000 customers each day. We offer managed hosting solutions for any size or type of business, from a single server to complex managed hosting environments.

The Role

We're looking for a bright and enthusiastic person to join us as a 1st Line Technical Support Engineer to provide quality technical support to our customers. Ideally, you'll have worked in an IT environment or studied IT in college, but we will consider somebody who can prove enough foundational knowledge and who enjoys working with all varieties of tech and applications this an ideal starting point for your career. While qualification is important we value experience and aptitude over all.

The core hours of work are Monday to Friday, 9.00-5.30 pm although flexibility is required. The role is based in our Office St Asaph, North Wales however the successful applicant must be prepared to travel on occasion and is expected to join the on-call rota.

Knowledge/Experience/Skills Required

Essential

- Excellent verbal and written communication skills with
- A good working knowledge of computer hardware and smart devices.
- An understanding of websites and email.
- Ability to manage and organise your time effectively
- A self-starting attitude
- An inquisitive, analytical mind and a desire to learn new skills
- A willingness to become multi-skilled and work with multiple operating systems – no Windows or Linux only people here!
- The ability to be calm under pressure and still work problems through to resolution
- A sense of humour

Desirable

If you have any of the following as well that would be beneficial to the role

- An understanding of internet related protocols and standards particularly DNS, SMTP, HTTP and TCP/IP.
- Some experience of a Web scripting language (e.g. ASP, ASP.NET, HTML, Perl, PHP etc.) would be an advantage
- Experience with Microsoft IIS and/or Apache
- Vendor qualifications

Main Responsibilities

- Provide excellent technical support to customers with a focus on providing a positive customer experience and shortest time to resolution of issues raised
- Be a technical point of contact for customers via email and telephone and online chat.
- Manage tickets & support calls for customers with services on shared, vps and dedicated servers
- Work with other members of the support team to resolve technical issues
- Provide product advice to existing and prospective customers, identifying sales opportunities and escalating as required
- Provide hands on server management and support
- Assist with or carry out datacenter management tasks and perform hardware builds, system builds and upgrades
- Work within the Out of Hours on Call Rota.

Benefits

You will work as part of a small team and will also be involved in monitoring and maintaining the servers and systems that deliver our services. This is very much a hands-on role that will give you the opportunity to develop as an engineer. A high customer service ethic is a key requirement for this role and you will be required to adapt your responses to match our customers' varying levels of technical knowledge.

You'll get a half day off on your birthday, free hot breakfast on a Friday, free lunch once a month, and as much tea and coffee as you can drink in a friendly working environment.

How to Apply

If you have the necessary competencies, skills and experience, and want to share in our success, please send us your CV and covering letter to careers@iomart.com stating why you think you're the ideal candidates for the role.