

Technical Support Engineer, Stroud - Top 3 Managed Cloud Computing Company

Salary

£20,000 to £24,000

Cristie Data

Cristie Data is part of the iomart Group, one of the UK's leading providers of cloud computing and managed hosting. Headquartered in Stroud, Gloucestershire, Cristie Data have been a trusted, innovative and leading edge data storage, backup and virtualisation solutions provider for over 40 years.

Role Description

You will be one of our Customer Support technical team delivering, managing and developing support services from infrastructure through to applications and operating systems. Our support engineers typically handle issues from start to finish - and where that isn't possible issues will be escalated to software or hardware vendors. We will supplement your existing knowledge by providing on-the-job training and mentoring to increase confidence and ability.

Key Responsibilities

- Answer advanced technical support questions relating to the implementation and application of Cristie Data products and services
- Day to day customer communication via telephone, ticketing system, direct email, face to face and using remote access technologies
- Assist with the administration and maintenance of equipment and applications at Cristie Data's managed service customers sites and at Cristie Data's remote data centres
- Assist with reporting and alerting for all Cristie Data managed service customers
- Use of Cristie Data Support Systems: Automated case logging, CRM, Nagios system monitoring
- Managing tasks in our datacentres and liaising with NOC technicians to configure system or troubleshoot issues

Skills/Experience

- Windows and/or Linux basic admin skills
- Basic understanding of data storage, backup and infrastructure virtualisation
- Basic understanding of LAN and WAN networking principles and cloud technologies
- Exceptional customer service skill

What do we offer in return?

- 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

****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****