

Infrastructure Escalation Engineer, Glasgow - Top 3 Managed Cloud Computing Company

Salary

£30,000 to £40,000 DOE

iomart

iomart is one of the leading providers of cloud computing and managed hosting. Headquartered in Glasgow, iomart employs over 350 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.

Role Description

The role is to join iomart's busy Engineering team as an escalation engineer where your primary responsibility will be to work alongside the SMEs to resolve escalated tickets. The tickets could vary from VMware, Linux, Windows, Avamar, Data Domain to storage issues. You will also be responsible for working with Dell/VMware to resolve issues and to arrange the patching of key infrastructure systems. This is a good opportunity to develop your skill set.

Key Duties and Responsibilities

- Responsible for escalations and working closely with the SMEs in the engineering team to resolution.
- Liaising with internal/external customers to understand technical requirements and resolve issues as quickly as possible with minimum customer impact
- Help attain relevant industry compliance certification
- Assisting with management of virtualisation, storage and backup systems
- Ensuring all infrastructure systems are fully monitored

Skills/Experience

Essential

A broad scope of skills and experience of mainstream IT infrastructure services and components including:

- Good understanding of networking including TCP/IP, DNS and DHCP
- A good working knowledge Virtualisation technologies - VMware
- A good working knowledge of Nagios
- A good working knowledge of enterprise Firewalls (Cisco ASA Firewalls)
- A good working knowledge of operating systems (Windows, Linux)
- A good working knowledge of backup products including Avamar/Data Domain
- A good working knowledge clustering technologies including master/slave, Windows clustering

Desirable:

- Deploying/managing Windows Back Office products at scale – failover clustering, DAG and AlwaysOn experience.
- PowerShell/Python scripting experience for task automation

Soft skills:

- Good interpersonal skills when dealing with peers and clients
- Good customer service skills
- Proactive organisational skills with attention to detail
- Good document writing skills to support system documentation, report writing and bid work
- Ability to manage work load for themselves and associated teams in pressurised environments to time, quality and business standards
- The ability to travel in mainland UK/internationally when required by the business.
- Aptitude to learn new skills

What do we offer in return?

- We'll shout you to lunch once a month
- ½ Day off on your Birthday
- Long service benefits
- Breakfast on us every day, including a hot roll on Fridays
- Snacks, drinks and fruit all day, everyday
- Share save and childcare voucher schemes
- Supported training

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 our online training portal and Management and Leadership Development Programme.