

Monitoring Technician, Glasgow - Top 3 Managed Cloud Computing Company

Salary

£16,000 to £21,000 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 Monitoring Technician is responsible for supporting the Event Management process, a critical component of IT Service Operations.

Practically this means the management of Alerts or notifications created by any IT Service, Configuration Item or Monitoring tool for which iomart is responsible in support of its large and diverse portfolio of customers.

iomart invites you to join our team and continue using your knowledge and experience to monitor the performance and capacity of networks, servers, internet services and applications in order to ensure IT services are operating optimally and within agreed thresholds.

The Monitoring Technician delivers a first point of contact response to events/alerts generated to iomart, performs the level of analysis required to manage them through their lifecycle, resolving where possible or creating incidents and escalating to System Engineers as required.

The Monitoring Technician participate in the reporting of events, incidents and normal operating status of all monitored systems and associated operations.

Individuals must be prepared to work a rotating schedule of shifts.

Key Responsibilities

- Resolving customer issues via ticket/telephone and escalating incidents to the next level whenever necessary
- Operating the monitoring tools (primarily Nagios) efficiently and effectively thereby contributing to 100% uptime
- Monitoring networks and servers
- Managing tasks in the support environment and liaising with relevant teams

Skills/Experience

Essential

- Knowledge of Microsoft Operating Systems and Network Management Tools (Linux/Cisco advantageous)
- Ability to communicate well both in written and oral form with a pleasant demeanour and follow verbal and written instructions
- Ability to troubleshoot networks and systems using monitoring/alert tools
- Excellent customer care skills and experience
- Ability to work independently and as an effective member of a team

Desirable

- Self-motivated
- Willingness to learn and advance
- Strong organizational skills
- Basic knowledge of ITIL V3

What do we offer in return?

- Free 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
- 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 technical certification, our online training portal and our Management and Leadership Development Programme.