

Support Engineer, Manchester - Top 3 Managed Cloud Computing Company

Salary

£25,000 to £40,000 (DOE)

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 Manchester.

Role Description

The role of our support engineers is to build, maintain and support the infrastructure and customer.

Support Engineers typically handle issues from start to finish. Where that isn't possible, initially issues will be escalated, but over time we will supplement your knowledge by providing on-the-job training and mentoring to increase confidence and ability even for the most technical of Linux, networking or physical infrastructure issues. This will eventually enable you to deal with most issues from start to finish. For this reason we do not classify the role as Level 1/2/3 support but a blend of all three.

Key Responsibilities

- Fault identification (evaluate whether issues are network, hardware, server configuration or Magento itself)
- Managed web server management
- Building/configuring/adding infrastructure to stacks
- Onboarding new customers (site migration/cloning)
- Modification/management firewall rules
- Security patch application and forensic security audits
- Investigating server generated alerts/errors and ongoing maintenance
- Identifying server side issues from Magento store side issues
- Updating and maintaining internal and customer documentation
- HA/Failover simulation and testing
- Performance bottleneck analysis

Skills, Knowledge and Experience Required

Essential

- Experience with Linux (Bash, Nginx, PHP-FPM, MySQL)
- Basic understanding of PHP
- Excellent written and verbal English
- Patience and an aptitude to help customers
- Calm under pressure
- Efficient at managing workload/prioritising tasks
- Willingness to work on call

Desirable

- Experience physically assembling computers/servers
- Debian/Ubuntu experience (maintaining, building packages etc.)
- Magento experience
- Good working knowledge of software used in MageStack
- Driving licence

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
- Lunch every month
- Free on-site car parking
- Long service benefits
- Snacks, drinks and fruit all day every day
- 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.