

## **2<sup>nd</sup> Line Customer Support Engineer, Glasgow - Top 3 Managed Cloud Computing Company**

**£17,500 to £21,000 (DOE)**

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**

You will be one of our Customer Support technical team delivering, managing and developing hosting services 24/7 from infrastructure through to operating systems. Your main focus will be to assist with the technical support of all iomart hosting customers.

### **Skills/Experience**

- Windows and/or Linux basic admin skills
- Basic understanding of networking principles
- Exceptional customer service skills

### **Key Responsibilities**

- Provide 1st/2nd line support for hosting brands
- Day to day customer communication via telephone, ticketing system, direct email and face to face
- Supporting clients across various iomart brands all around the UK
- Troubleshooting Shared Linux Hosting
- Troubleshooting Shared Windows Hosting
- Domain management
- Monitoring networks and servers
- Use of iomart Support Systems: Deskpro, MyServers, Secrets, IP Plan, Nagios etc.
- Adherence to Datacentre operational processes
- Managing tasks in the DC and liaising with NOC technicians to troubleshoot physical issues

### **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
- 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.