Junior Linux Technical Support Engineer, St Asaph - Top 3 Managed Cloud Computing Company

Salary
£16,000 to £18,000 DOE

We're looking for a bright and enthusiastic person to join us as a Linux Technical Support Engineer to provide high quality support to our customers as well as to help manage and support our systems.

You'll be a system engineer with previous experience with Linux and possibly windows servers. Ideally, you'll have worked in the internet service provider industry or other 24/7 uptime IT industry, although this is not essential. What is essential is a passion for technology, the ability to work as part of a committed, dedicated team and an ability to adapt and learn new skills in an ever-changing industry.

We value relevant experience and will happily consider somebody who has time served and has proven skills and experience although any relevant industry accreditation or certification is a bonus.

The core hours of work are Monday to Friday, 9.00-5.30 pm although flexibility is required. The role is based in our office in St Asaph, North Wales although the successful applicant must be prepared to travel on occasion and is expected to join the on-call rota.

You will work as part of a team who support our customers and maintain the systems that deliver our services, helping us maintain a high standard of service and 24/7 uptime, so a high customer service ethic and a focus on accuracy and diligence is a key requirement for this role.

This is very much a hands-on role with plenty of challenging scenarios that will give you the opportunity to develop further as an engineer.

Main Responsibilities

- Provide excellent technical support to customers with a focus on providing a positive customer experience and shortest time to resolution of issues raised.
- An ability to adapt your responses to match our customers' varying levels of technical knowledge.
- Handle tickets & support calls for customers with services on shared, VPS and dedicated servers working to high standards and service levels.
- Work with other members of the support team to resolve technical issues and find solutions to problems.
- Provide advice to existing and prospective customers which will sometimes involve identifying sales opportunities and escalating as required.
- Provide hands on server management and support and provide technical guidance and advice to other members of the team particularly with Linux server-based issues.
- Assist with or carry out datacentre management tasks and perform hardware builds, system builds, and upgrades as required.

Knowledge, Skills and Experience

Essential

- Excellent verbal and written communication skills
- Previous experience of administering Linux servers at the command line and troubleshooting issues.

- An understanding of networking principles.
- Ability to manage and organise your time effectively
- A self-starting attitude and an inquisitive, analytical mind and a desire to learn new skills
- A willingness to become multi-skilled and work with multiple operating systems and systems
- The ability to be calm under pressure and still work problems though to resolution
- A willingness to learn, and operate as part of a team

Desirable

- Experience administering CentOS and other Linux distributions at the command line
- Linux scripting skills
- MySQL Server administration experience
- A working knowledge of Linux email and web servers
- Previous experience with Plesk and cPanel and diagnosing and problems
- An understanding of internet related protocols and standards particularly DNS, SMTP, HTTP and TCP/IP
- Some experience of a Web scripting language (e.g. ASP, ASP.NET, PHP, Python, RUBY etc.) would be an advantage
- Experience with Apache and NGINX
- Relevant Industry accreditation
- Previous experience with virtualisation technologies

What do we offer in return?

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

Training & Development

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 and our Management and Leadership Development Programme.