System Engineer (Tech 3), Manchester - Top 3 Managed Cloud Computing Company

Salary
£24,640 to £32,795

iomart
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.

The Role

As a System Engineer you will rack, deploy and configure servers within a 24 x 7, 365 days per year Data Centre environment. It is expected that you would have some experience of providing great service via a technical support helpdesk. Your main focus will be to assist with the technical support of all iomart hosting customers.

Key Responsibilities

- Resolving customer issues via ticket/telephone and escalating support requests whenever necessary
- Managing and maintaining our monitoring queues for all iomart and customer infrastructure alerts
- Server configuration and network support/administration
- Managing backups
- Monitoring networks and servers
- Managing tasks in the Datacentre environment and liaising with maintenance personnel
- Responding to issues within agreed SLAs

Skills, Knowledge and Experience
Essential

- A good understanding of Linux system administration
- Experience of 24x7 shift working, ideally within a Data Centre environment
- Exceptional technical customer support or helpdesk experience
- Ability to take ownership of problems and their solutions
- Have a good understanding of virtualisation using VMware, KVM, Hyper-V, Citrix etc.
- Good understanding of networking basics, OSI networking model

Desirable

- Familiarity with hosting environments such as cPanel/Plesk and hosting technologies such as Nginx/Apache/MySQL/PHP
- Basic Windows troubleshooting skills

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
- ShareSave and childcare voucher schemes
- Supported training
- Holiday Trading Scheme

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 certifications and our Management and Leadership Development Programme.