Systems Engineer (Tech 2), Maidenhead - Top 3 Managed Cloud Computing Company

Salary
£18,500 to £25,000 DOE

iomart

iomart is one of the leading providers of cloud computing and managed hosting. Headquartered in Glasgow, iomart employs over 400 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 Systems 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

- Ability to work 12 hour shifts within a 24/7 shift pattern
- Work as part of the support service team to ensure we meet our SLA targets
- Your day to day tasks will involve deploying racks, configuring servers, running and terminating network cables, performing tape changes etc.
- Resolving customer routine issues via ticket/telephone and escalating support requests whenever necessary
- You will be remote hands for our clients when required.
- Adherence to Datacentre operational processes

Key Features of the Role:

- Installing and modifying data floor equipment in line with company standards, e.g., racks, switches, power bars, controllers, making, terminating and testing cables etc
- Server configuration and network support/administration
- Updating asset management systems and stock control systems
- Managing Backups
- Monitoring networks and servers
- Managing tasks in the data centre environment and liaising with maintenance personnel
- Managing tasks in the DC and liaising with support engineers to troubleshoot physical issues

Skills/, Knowledge and Experience Required

- Windows and/or Linux basic admin skills
- Basic understanding of Networking principles
- Have deployment experience or knowledge of OS installations (Widows, Unix)

- Fibre optic cabling and structured cabling experience
- Asset management system experience
- Exceptional customer service skills
- Be a practical person comfortable in a physical role handling heavy equipment

What do we offer in return?

- Exposure and access to cutting-edge technology as well as the opportunity to work alongside like-minded technical enthusiasts
- Holiday Trading Scheme – buy or sell part of your annual leave allowance
- Travel Loans - unsecured interest free travel loans to assist employees
- ShareSave/SAYE – buy shares in the company at a discounted rate
- ½ Day off on your Birthday
- Long service benefits – additional annual leave and access to private healthcare
- Snacks, drinks and fruit all day every day
- Breakfast on us every day including a hot roll on Fridays
- We'll shout you to lunch once a month
- Supported training
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Training & Development

As you can gather, we have a relaxed and friendly working environment where 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 by encouraging and supporting them to gain and maintain professional and vendor certifications. All of our staff are supported, through training and coaching, to learn our systems and processes enabling them to become a valuable member of the team quickly.