

Windows Engineer – Support, Manchester - Top 3 Managed Cloud Computing Company

Salary

£24,640 to £32,795 (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 Windows 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

- RHCT and an MCSE/MCSA Server 2008/2012 qualifications are desirable however minimum skills required from applicants are Unix, Windows and/or Linux 2nd line administration skills
- 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.
- You will be organised, reliable and highly motivated with great interpersonal skills.
- A 'yes we can' attitude and first class communication
- You will be used to working on deployments racking, configuring servers etc.

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

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.