

Job Title: Monitoring Technician**Salary: £18,000 - £22,000 DOE****About us:**

There has never been a more exciting time to become part of the iomart family, is it time for you to join us?

Currently in our 22nd year, the iomart Group continues to go from strength to strength. Within the last 12 months we have reached record numbers in both revenue and headcount, achieving annual revenue of £100 million for the first time since our conception and growing our team to over 400 employees. But we're not finished yet. Over the next five years we have ambitious plans to double the size of our business, increasing our annual revenue to £200 million, and we need the best talent the industry has to offer to help us achieve this.

About the Monitoring Technician role:

We are currently looking for a Monitoring Technician to join our team based in Glasgow. Within iomart our Monitoring Technicians are responsible for the management of alerts or notifications created by a variety of internal systems.

As a Monitoring Technician, you will be responsible for responding to alerts, performing analysis to manage them through their lifecycle and escalating to System Engineers as required. Within the role you will also assist in ensuring 100% uptime through the effective operation of our monitoring tools, monitor networks and servers, and liaise with relevant teams to ensure tasks and alerts are managed effectively within the support environment.

Due to the level of exposure to a variety of areas within the support environment, our Monitoring Technician role provides individuals with a fantastic platform to progress to other roles within the business. So, if you have a background in IT and are looking for a role that will provide you with a strong foundation to progress within your career we would love to hear from you.

The ideal candidate for the Monitoring Technician role will have/be:

- Knowledge of Microsoft Operating Systems and Network Management Tools (Linux/Cisco advantageous)
- Self-motivated with strong organisational skills
- Desire to learn and develop
- Ability to communicate effectively in both across both verbally and in writing
- Ability to troubleshoot networks and systems using monitoring/alert tools
- Passionate about providing an outstanding service to customers
- Ability to work independently and as an effective member of a team
- Able to work a rotating schedule of shifts

What we can offer you:

- Exposure and access to cutting-edge technology as well as the opportunity to work alongside like-minded technical enthusiasts
- Supported training and development to help you progress within your career
- Competitive salary
- 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
- 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
- Lunch on us once a month

A bit more about us:

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.