

Job Title: Linux Technical Support Engineer

Salary: £23,000 to £27,000

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 Linux Technical Support Engineer role:

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 Systems 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.

The ideal candidate for the Junior Linux Technical Support Engineer role will have/be:

- Excellent verbal and written communication skills
- Experience administering CentOS and other Linux distributions at the command line
- MySQL Server administration experience
- A working practical knowledge of Linux email and web servers
- An understanding of internet related protocols and standards particularly DNS, SMTP, HTTP and TCP/IP
- 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 through to resolution
- A willingness to learn, and operate as part of a team

The following knowledge, experience and skills are advantageous although not essential:

- Linux scripting skills
- MySQL Server administration experience
- Previous experience with Plesk and cPanel and diagnosing and problems
- Some experience of a Web scripting language (e.g. PHP, Python, RUBY, ASP, ASP.NET) would be an advantage
- Experience with Apache, NGINX and LiteSpeed
- Relevant Industry accreditation
- Previous experience with virtualisation technologies

What we can offer you:

- Exposure and access to cutting-edge technology as well as the opportunity to work alongside like-minded technical enthusiasts
- Flexible Benefits scheme allowing you to select the benefits that suit your needs
- 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 in your Birthday Month
- 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.