

OUR STORIES

MEET JAMES

NOC TEAM LEADER



What does your job involve?

I work in the busy Network Operations Centre team in one of iomart's UK data centres. We are responsible for monitoring internal and customer-facing services to ensure that they are always up and running and also for ensuring that prompt action is taken if there are any issues. Day-to-day this can involve raising alerts with customers, troubleshooting any hardware and network related issues, replacing hardware, setting up new racks, deploying servers, running and patching cables, approving and carrying out site access, and interacting with customers via tickets, phone calls or face-to-face. Since joining iomart I have been promoted to the position of NOC Team Leader. This is an incredible opportunity to step up and take on more responsibility within my role, and I am excited to begin the next chapter of my career with iomart.

How did you get into the industry?

I wanted to work in the cloud computing industry as it is home to fascinating technologies, and the ever changing nature of it means it will never get boring. However, I had minimal experience with this sector, only a handful of related educational qualifications and my previous work was in retail. As such, I knew that an apprenticeship was the best entry into the industry for me and so I applied for an apprenticeship opportunity with iomart as a NOC Systems Engineer and was lucky enough to be accepted. It gave me the chance to get hands-on with software and hardware as well as learn how a data centre works. The apprenticeship lasted a year and at the end iomart offered me the job.

What do you love doing outside work?

Outside of work I enjoy spending time with family and friends, carrying out home improvements, reading, PC gaming, playing board games and walks in the countryside.

What advice would you give to someone considering a career at iomart?

For anyone wanting to get into the IT industry, I would strongly recommend doing so via an entry level role. It is a fantastic way of learning crucial on the job skills with little prior knowledge.