

Dynamic Help Desk Engineer

Personal Requirements

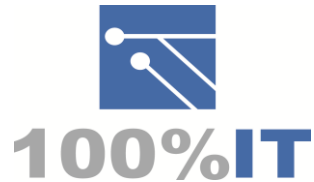
- Someone who is intelligent and bright with a great attitude, lots of initiative and who is incredibly pro-active
- Someone who is willing and keen to learn new skills
- Someone with excellent communication skills who enjoys helping others with a variety of IT problems
- Someone who is a natural problem solver with excellent attention to detail
- Someone who is happy to take responsibility and see projects through to a successful conclusion
- Someone with at least 1-2 years' experience in a helpdesk environment

Key IT Skills

- Linux OS including CentOS, Redhat, (essential)
- Linux programs including cPanel, MySQL, Nagios
- Microsoft Windows Server, Windows 8, Window 10
- Networking, LAN, WAN, Cisco, Juniper
- Virtualisation Administration – including VMware, vSphere

Day to day activities

- Promptly answering support requests by email and phone and managing them through the ticketing system to ensure SLAs are met and customer expectations are exceeded.
- Configuring and maintaining Cisco and Juniper routers and switches
- Configuring and troubleshooting virtual servers in VMware
- Supporting clients with their hosting enquiries in a Linux environment
- Proactively monitoring the internal network and resources



- Updating and maintaining multiple Linux servers
- Visiting data centres for hands-on IT maintenance
- Writing clear 'how to' guides for troubleshooting common problems

Experience in all areas is not required as training can be provided both in house and externally with the ability to gain qualifications as appropriate. It is more important that the successful candidate has a good grounding in IT, loves learning, has a desire to gain the skills needed and relishes the challenge of assuming responsibility for supporting our clients.

The role will be full time, Monday to Friday 9am to 5.30pm. We offer 28 days per annum holiday allowance including bank holidays. You will have loads of opportunities to learn from the best IT professionals in the business and develop a long-term and rewarding career. In return we ask for a flexible approach to your work and a willingness to take responsibility for your timekeeping so that the needs of the business are also met.

To apply please submit your CV along with a covering letter that includes answers to the following questions:

1. What made you decide to specialise in IT?
2. Why do you live where you currently live?
3. If you won £1,000,000 what would you do with it?