

Title: Technical Support Engineer

The Company:

Amito is a fast-growing IT infrastructure provider, specialising in creating partnerships with clients and providing lasting value. We deliver industry leading support because we always find the right solution, to every challenge, not just the minimum. Our goal is to always find the best way forward and so provide awesome support and services to our clients, striving for excellence in everything we do.

The Role:

With our continuing growth an exciting opportunity has arisen for an experienced engineer to join our team. You will be an individual with outstanding problem-solving skills, excited to rise to a new challenge every day, joining a growing team of 3rd line engineers.

You will need to have a strong technical background, with knowledge of Redhat or Ubuntu Linux, and working within a LAMP stack. In addition, experience of networking, virtualisation technologies and Windows Server would be advantageous.

We're looking for team members who have the enthusiasm to deliver the highest quality. We rely on our colleagues to support each other, so work ethic, punctuality and astute attention to detail are key.

At Amito, the way we treat our clients and our colleagues is important. We're looking for candidates who are personable, willing to engage, support and share knowledge, as part of a team that helps each other. More experienced members of a team will show leadership on technical and interpersonal skills.

The support team are shift based, covering 7am to 7pm Monday-Friday, predominantly on site but also with WFH options. The role has a requirement to be part of an on-call rota.

Role specifics:

- Exceptional problem-solving skills
- Fantastic communication skills, both written and in person, applied to clients and colleagues at all levels
- Experience as a 2nd / 3rd Line IT Support Engineer
- Experience of some or all of the following;
 - Linux (Redhat derivative/Ubuntu)
 - Active Directory
 - Firewalls
 - Citrix XenServer / KVM
 - CloudStack/OpenStack
 - HA SANs
 - MySQL / SQL Server
- Good knowledge of TCP/IP networking
- The ability to install and decommission a range of hardware
- Maintaining and updating accurate documentation of systems and processes