

Technical Support Engineer

Company overview

We are a family founded, fast-growing, multi-award-winning company providing managed hosting and cloud services to businesses and government. Our mission is to be the cloud partner of choice, we are customer focused and strive to deliver exceptional service, robust security and leading-edge technology.

Although founded in 2002 we pursue a start-up mentality to ensure we remain current in a highly competitive marketplace. Memset offers an extremely friendly environment, where you will be technically and professionally challenged, while being supported by the wider Memset team around you. We provide our team members with a solid benefits package, and are focused on training to help grow and develop both individuals and teams.

Job Function

We are now looking for a junior systems administrator to provide frontline customer support with the potential for a career progression. We offer extensive in-house training, as well as assistance with exams/qualifications, purchase of relevant literature and a bonus for each qualification obtained.

Your responsibilities will include:

- Providing top quality ticket and phone based technical support to direct customers
- Provisioning servers for customers and assisting with customer backups
- 24/7 on call, on a rota basis (with compensation)
- Troubleshooting hardware/network/software problems

Requirements:

- We're looking for a bright and ambitious individual with good knowledge of TCP/IP networking and internet protocols as well as basic systems administration skills - Windows/Linux or both (server setup and configuration).
- A good degree in science, maths, engineering or technology, or ability to demonstrate relevant IT experience is also required.
- Demonstrable excellent customer service skills as well as good problem solving abilities.
- Familiarity with some webhosting software would be beneficial but not essential - Apache, cPanel, IIS
- Ideally you will have full UK driving license and relevant qualifications e.g. MCSE/LPI/RHCT/RHCE

As part of the recruitment process you will be required to complete a basic DBS check (formerly CRB check).



Benefits:

Discretionary bonus, private healthcare (incl dental), life insurance, critical illness insurance, 25 days' holiday plus bank holidays, holiday reward scheme, childcare vouchers and many more.

Location:

Memset Head Office: Unit 87, Dunsfold Park, Stovolds Hill, Cranleigh, Surrey, GU6 8TB

Due to our rural location you should be able to drive and have your own car. Alternatively, we offer a shuttle bus service from Guildford train station via Godalming.

How to apply

If you would like to apply for this role please send your CV and covering letter to jobs@memset.com.