

**Job Title:** Technical Support Engineer

**Department:** Technical Support – Service Delivery & Technical Operations, London

### **Introduction**

**Group NBT plc** is a leading provider of domain names and Internet-related services. Established in 1995, the company has registered hundreds of thousands of domain names and hosts thousands of websites. With a wide range of services, Group NBT's clients come from many industries and include well-known companies including over 30% of the FTSE 100.

Please refer to our website for more information: [groupnbt.com](http://groupnbt.com)

### **Brief Overview**

The role of the Technical Support Engineer is to provide 2<sup>nd</sup> line support for shared customers and 1<sup>st</sup> line support for Managed Hosting customers. This includes tracking, prioritising and processing customer issues raised by the Help Desk, Sales Support and clients. Issues must be dealt with in a timely and accurate fashion according to the Company's service level agreements. Company processes and procedures need to be adhered to with problems being escalated to the Technical Support team leader or the Operations team.

20% of the candidate's time will be spent at one of our data centres and occasional travel may be required to our satellite offices.

### **Key Responsibilities**

- Manage 'technical support request tracker queue', ensuring that customer problems are responded to accurately and effectively;
- Highlight areas where repeat problems are occurring and pass the details to third line support with suggestions for long term fixes;
- Liaise with managed server clients to assist in the diagnostics and general understanding of problems they have raised and to escalate to the Operations team for efficient processing;
- Deploy servers (Windows & Linux) for managed hosting customers as well as for corporate use;
- Participate on a data centre rota (1 week in 7) performing server rack installations, hardware upgrades (RAM/Hard disks etc) and hardware troubleshooting;
- Set up back up schedules, server monitoring, web space, for managed server clients, ensuring the billing database accurately reflects the components purchased;
- Learn and support the tools provided by NetBenefit to managed server customers such as Plesk;
- Liaise with the Operations team for complex technical problems and solutions;
- Liaise with our external suppliers if an issue is raised with a product/service that is supplied by a third party;
- Update the knowledge base repository and train help desk staff with known problems and work rounds or solutions;
- Adhere to established service level agreements agreed with customers;
- Provide advice, guidance and training to junior members of the team;
- Renewal of software licences e.g. Plesk, Redhat;

- Provision and renewals of SSL certificates;
- Assist with any desktop support requests;
- Assist with any other ad-hoc duties as necessary.

**Skills/experience required**

- Good knowledge and experience supporting Linux systems Centos/Ubuntu/RedHat/Debian Lenny preferable (Linux, Apache, MySQL, PHP) and Windows systems (Windows 2003/2008 specifically IIS, MSQL, ASP), and shell scripting;
- Basic troubleshooting of communications and networks including firewalls;
- Good knowledge of windows products such as Excel and Word;
- Hands-on systems troubleshooting experience;
- Good understanding of ISP industry or worked in a web development environment;
- Knowledge of applicable data privacy practices and laws;
- Strong written and oral communication skills;
- Strong interpersonal skills;
- Ability to present problems and solutions in user-friendly language;
- Highly self motivated and directed;
- Keen attention to detail;
- Proven analytical and problem-solving abilities;
- Ability to effectively prioritise and execute tasks in a high-pressure environment;
- Experience working in a team-oriented, collaborative environment.

9 November 2011