

Job Title: IT Support Engineer
Reports To: IT Support Team Leader

Job Summary

At Bytron we believe that at the heart of every great company is a team of brilliant, driven professionals. We're a values-led Company and aim to ensure all our employees feel valued, supported, and motivated to achieve their very best. Our aim is to exceed expectation and create innovative digital products that make information more accessible and useful, enabling people to achieve more.

As a member of our Production Team, and one of our IT Support Engineers you will work with the wider teams and under the direction of the IT Support Team Leader to ensure that our software solutions and customers receive excellent technical support. The IT Support Engineer will act with reliability, maintain strict confidentiality, adhere to all Company policies and procedures and be a champion of the Company Values at all times.

Location

Headquartered in the North Lincolnshire village of Kirmington, we also have offices in Hull, East Yorkshire and fully support a remote working schedule.

Accountabilities

- Work independently and collaboratively to progress service desk tickets via our Jira support system
- Maintenance tasks for our live servers to maintain optimum performance
- Checking audit logs to troubleshoot and diagnose problems
- Setting up new servers and hardware
- Support tasks for email, DNS, hosting, hardware, Linux Server Security
- Working as part of our Tier 1 Out of Hours Support rotation

Experience, Skills and Knowledge

The successful candidate will have a minimum of 3 years commercial experience as an IT Support Engineer and have solid ability to deliver in the following areas:

- Minimum of 3 years working in an IT Support Engineer role (preferably within a SaaS company)
- Minimum Level 3 qualification in an IT discipline (or equivalent)
- Understanding and experience of Linux Administration desirable

- Experience of relational database administration desirable
- Experience of Windows OS including Active Directory
- Experience of using a wide variety of open-source technologies and cloud services (experience with AWS is desirable)
- Be able to learn and implement a high level of technical concepts quickly
- Autonomy and strong problem-solving skills
- Excellent customer service skills and telephone manner

Staff Benefits

- Salary from £22,000 to £30,000 p.a, depending on experience
- Bonus Schemes
- 25 days annual leave (rising with service length) plus public bank holidays
- Pension scheme (matched employer contribution up to 5%)
- Flexible and remote working available
- Holiday purchase scheme
- Enhanced Occupational Sick Pay Scheme
- Enhanced maternity/paternity/adoption leave
- Life Assurance (4 x salary)
- £50 birthday voucher

How to Apply

Please forward a covering letter and current CV detailing why you feel you'd be a great fit for this role to jobs@bytron.aero.

***Applicants must have the Right to Work within the United Kingdom**

***Our vacancies are not open to recruitment agents**