

## Fluidata – 1<sup>st</sup> Line Support Engineer

### Company Summary

Fluidata is a fast-growing business only ISP centred on four key values: affordable service, exploiting technical innovation, excellent customer service and 24/7 support. We provide services to the SME and corporate markets, specialising in high-availability, high-speed and extremely reliable internet services.

Fluidata owns and operates its own network out of 4 London datacentres, with additional datacentre presence in Hemel Hempstead and Manchester.

### Role Overview

**Summary:** This is an excellent helpdesk position for an enthusiastic person at the start of their career, with a passion for networking looking, looking for a break into IT.

Fluidata is a fast-growing dynamic company and the right candidate will see opportunity for rapid career progression.

**Salary:** £14,000 - £16,000 subject to qualifications & experience. Additional £3,000 for on call duties available after 3 months subject to capabilities.

### Full Specification

#### Client Support

- Front line first point of contact for support enquiries by phone, email and client portal
- Logging details of fault, diagnosing and resolving problem
- Liaising with wholesale suppliers and partners to resolve technical faults
- Coordinating tests and troubleshooting with clients to resolve technical faults
- Keeping clients well informed on progress of support tickets, by email and phone

#### Experience / Qualifications

- Some customer service experience required – must have good communication skills.
- Must have a very strong enthusiasm for IT and computing.

**Working Hours:** 9am to 6pm – subject to review and may be subject to shift work to allow Fluidata to provide live 24/7 support coverage.

**Location:** Fluidata Offices – 92-94 Tooley Street, London, SE1 2TH. Occasional client site visits will be required, as well as visits to Fluidata datacentres in London Docklands, Hemel Hempstead and Manchester.

## Fluidata – 2<sup>nd</sup> Line Support Engineer

### Company Summary

Fluidata is a fast-growing business only ISP, providing services to the SME and corporate markets, specialising in high-speed and extremely reliable internet services.

Fluidata owns and operates its own network out of 4 London datacentres, with additional datacentre presence in Hemel Hempstead and Manchester.

### Role Overview

**Summary:** This is an excellent position for a skilled and passionate engineer looking to use and develop their technical capabilities. The right candidate will be a point of escalation for 2<sup>nd</sup> line faults, as well as a principle contact for router/firewall configuration changes.

Fluidata is a fast-growing dynamic company and the right candidate will see opportunity for rapid skills and career progression. This role is ideally situated for someone looking to become highly skilled in Cisco IOS.

**Salary:** £17,000 - £19,000 subject to qualifications & experience. Additional £3,000 for on call duties available after 3 months subject to capabilities.

### Full Specification

#### Client Support

- Point of escalation for fault diagnostics and resolution
- Escalations with wholesale suppliers and partners to resolve technical faults

#### Configuration & Management

- Liaising with clients to determine required router/firewall configurations
- Configuring router for client requirements and shipping to site
  - Typically Cisco 870, 1840 or 2800 router models
- Configuring firewall for client requirements and shipping to site
  - Typically ASA 5505, 5510 and 5520 firewall models
- Carrying out remote management of client router/firewall equipment, with simple tasks such as changing access lists, NAT rules, VPNs etc.

#### Monitoring

- Assisting senior engineers in the configuration and maintenance of core routers, switches and servers
- Monitoring core equipment for faults and performance issues

## Experience / Qualifications

- Previous helpdesk service experience required – must have good communication skills.
- Must have a very strong enthusiasm for IT and computing.
- Previous experience with, or qualifications in networking required. Cisco qualification preferable.

**Working Hours:** 9am to 6pm – subject to review and may be subject to shift work to allow Fluidata to provide live 24/7 support coverage.

**Location:** Fluidata Offices – 92-94 Tooley Street, London, SE1 2TH. Occasional client site visits will be required, as well as visits to Fluidata datacentres in London Docklands, Hemel Hempstead and Manchester.