

Role & Responsibilities

Data Centre Support Technician

Title: Data Centre Support Technician
Location: Servecentric Ltd., Blanchardstown Corporate Park, Dublin 15
Reporting to: NOC Supervisor
Hours of Work: Shift

The Data Centre Support Technician is based on the constant (24x7x365) monitoring of customer and internal equipment which is primarily located onsite.

There is a shift pattern in place.

The role of the Data Centre Support Technician is as follows.

- To act as a central point of contact for all customers by phone, fax, email or any other medium
- Constant monitoring of Servers and Network equipment and BMS (Building Management System) 24x7x365
- Logging and reporting of all 2nd level technical support calls on the helpdesk
- Analysing and responding to issues/queries
- Respond, Troubleshoot and resolve critical problems
- Administration of W2k/2003/2008/ 2012 servers – hardware and software, creation and maintenance of user accounts
- Administration of Linux/Unix/Solaris servers – hardware and software, creating and maintenance of user accounts - FreeBSD
- Administration of firewall and Network equipment – CISCO, Brocade, Juniper
- An understanding of Networking concepts, topologies, protocols, cabling required
Setting up of phones for customers and administrators and providing instructions to new personnel
- Hands on installations of Customer equipment inclusive of documentation
- Continuous development of systems
- Perform miscellaneous duties as required
- HyperV and VMware administration
- ITIL Foundation certification an advantage

Qualifications:

The successful candidate will ideally be educated up to Degree Level and hold professional qualifications CCNA, MCSA or equivalent

Applications should be sent to careers@servecentric.com