

## **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 2<sup>nd</sup> level technical support calls on the helpdesk
- Analysing and responding to issues/queries
- Respond, troubleshoot and resolve critical problems
- Administration of Win 2003 – 2016 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 basic technical qualifications (e.g. CCNA, CompTIA Net+ etc.)

Applications should be sent to [careers@servecentric.com](mailto:careers@servecentric.com)