

## Systems Support Engineer

EMNET Solutions are looking to recruit a Systems Support Engineer to join the Technical Operations and Consultancy Team.

EMNET Solutions Ltd is an independent ISP and IT solutions provider based in the East Midlands, providing a wide range of data, voice, DSL, synchronous wireless broadband and internet services to the business community.

### Key Responsibilities:

Supporting our internal systems, client infrastructure and the ISP platform based on Parallels technology, in a fast paced service provider environment. Ideally this person will have at least 2 years Systems Administration experience, working knowledge of networks and internet associated technologies.

The Support Engineer will be required to work alongside our Systems Engineer to perform scheduled maintenance, customer support, as well as assisting with the implementation of new projects. You must be accurate, an excellent communicator, have the ability to learn new tasks quickly and have a flexible approach to working hours.

### Key Skills:

- Good knowledge of hardware and network peripherals, in particular servers, printers and network hardware
- Working knowledge of the Linux OS
- Experience of supporting Microsoft's core technologies, in particular, Windows Server, Active Directory, Exchange, SharePoint, Terminal Services and IIS
- A good understanding of primary internet services in particular, Broadband, Web Hosting, DNS and MAIL
- Basic knowledge of (MS) or (MY)SQL database administration
- Good knowledge of TCP/IP, IP networks, Firewalls, monitoring techniques, backup and disaster recovery of systems
- Programming skills, Microsoft or Cisco professional qualifications will be a distinct advantage
- Ability to follow procedures and document when necessary
- Ability to effectively communicate with customers on the phone or via email
- Ability to assist in with installation and post sales support where necessary

### Reporting:

The position reports to the Chief Technology Officer

For further information on this role, please email your CV to [vacancies@emnetsolutions.co.uk](mailto:vacancies@emnetsolutions.co.uk) stating your availability and salary expectations.