



Job Title:	Product Support Engineer	Job Category:	Engineer
Department:	Operations	Line Manager:	Operations Director
Location:	Cambridgeshire	Travel Required:	National & international. Regular use of own car required.
Level/Salary Range:	£18,000 to £22,500	Position Type:	Full time, temporary to permanent contract.
HR Contact:	Richard Thurbin	Date posted:	09/09/2010
Will Train Applicant(s):	Yes	Posting Expires:	09/10/2010
External posting URL:	http://www.cloudamber.com/about/careers.aspx		
Applications Accepted By:			
E-mail: recruitment@cloudamber.com		Mail: Email only.	
Attention: Richard Thurbin – Technical Director			
Job Description			
<p>The Role</p> <p>The Operations team is responsible for implementing & maintaining the technical infrastructures that support customer installations, systems and services. This includes implementing hardware strategy & managing the day to day application support of applications and roll out of software and solutions to support the group's objectives.</p> <p>What is a Support Engineer?</p> <p>The support engineer will assist in the operational support of the systems and applications used by our customers. This will involve installing and configuring application software, second line application support, investigating customer escalations and troubleshooting technical issues. The engineer will be mentored by a senior engineer to quickly learn/extend a wide range of skills including Windows Server, Networks, Virtual Server environments, SQL, software configuration and release management, change control and application support.</p> <p>Responsibilities</p> <p>Application and Systems Support - Investigating customer escalations and solving technical issues arising from the live systems to the customers satisfaction. You will also complete second line support of the application using a wide range of skills and technologies.</p> <p>Systems installation & configuration - Installing and configuring software onto a number of environments. You will also be required to work on development projects either supporting the development work, configuring systems for software testing or contributing to technical development such as integration work on any projects within the department.</p>			

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Processes - Helping to develop processes within their area of work and identifying and updating existing processes as required.

Why is this a great opportunity?

The Operations team is the central contact point for all new contracts and existing customer relationships. As such the projects, technology and tools are varied which provides members of the team many opportunities to learn new skills and be involved in a number of activities. The training and experience gained will give the individual significant transferable skills that can be used in many areas of the IT field.

Training and Development

While there are some external courses and self-learning exercises most training and development of skills will occur on the job where practical experience can be gained while learning. Under the direction of the Technical Director and with the support of a highly skilled team you quickly gained knowledge and experience in the role of a Software Support Engineer.

Future Progression

From this role, your career could progress into different areas, such as moving on to a Senior Engineer position or a Business Analysis role.

Qualifications and Experience

A 2:1 or first class honours degree in an Computer Science or related Technical subject.
260 UCAS points or equivalent.

Exposure to Microsoft technologies including Windows Server, SQL Server, .NET and IIS.

In addition you will have:

- Strong problem solving abilities
- Excellent communication skills, both written and verbal
- A good level of technical ability
- A keen interest in technology and helping the less technically minded