



## **Role: IT/Infrastructure Services Consultant**

<b>Job Type:</b>	Permanent, based in our offices in Reading.
<b>Hours:</b>	40 hours per week over 5 days (Monday -Friday)
<b>Salary:</b>	£30-35k base salary, car allowance plus annual bonus
<b>Benefits:</b>	Life and critical illness insurance

### **Introduction to Opsera**

Opsera helps companies take advantage of high quality Open Source software to achieve their business vision. We are Open Source experts, providing both products and services to deliver an overall solution at lower cost than proprietary approaches.

We provide two products - Opsview, an award winning open source system monitoring and management application and OpsMailmanager, an email management application that works with Alfresco to improve collaboration by securely storing emails and their attachments in a shared content management system.

We are seeking an enthusiastic IT support, systems engineering or infrastructure consultant who is able to demonstrate experience of delivering consulting, implementation and technical advice to clients. The role is a mixture of on-site consulting services and office based internal IT support and infrastructure management. The ideal candidate will be capable of working effectively within a small team to provide a high level of service to both external and internal customers and will relish the opportunity to work with the latest technology. This new role provides a real opportunity at the start of an exciting period of growth where your dynamism and vision could have a real influence in the way our business develops.

### **Role Description:**

The role is predominately focused on our Opsview product range. You will be responsible for implementing Opsview at customer sites, providing expert technical guidance to clients and dealing with technical issues and queries. You will also assist in pre-sales and post-sales support activities working with the Product Manager and Architect, as well as providing input to the Opsview development process.

A second aspect to the role is to provide an Internal IT support service to ensure the smooth running of all Opsera's IT capability. This includes multiple physical and virtualised Linux servers, laptops running Microsoft Windows and Apple OS X, printers, and IP networks. We make use of VMware, Opsview, Puppet and various other tools to deliver a variety of IT service to both our internal teams and support customers.

Training will be provided in Opsview, Puppet and other open source tools, but prior knowledge of these or similar products would be advantageous.

### **Duties and Responsibilities:**

- ❖ Support and implementation of Opsview systems for customers
- ❖ Support and implementation of Puppet systems for customers
- ❖ Support and maintenance of internal systems (mainly Linux)
- ❖ Assist in the design, coding, and testing of software
- ❖ Ensure support SLA's and client expectations are met (or exceeded)

### **Required skills:**

- ❖ 3+ years of technical consulting experience
- ❖ Team leading experience
- ❖ First/2.1 in Computer Science, Mathematics or similar degree

- ❖ Linux/Unix fundamentals
- ❖ Familiarity with the Perl programming language
- ❖ Development and debugging of Unix shell scripts
- ❖ Experience of MySQL system administration
- ❖ Source code control (preferably Subversion)

**Desired skills:**

- ❖ Networking and troubleshooting knowledge
- ❖ System management tools experience
- ❖ Puppet (system configuration management) experience
- ❖ Working knowledge of Open Source virtualisation technologies such as KVM
- ❖ Prior experience of working in small teams

You must be a high energy self-starter, able to work with minimal supervision and comfortable working within a framework of objectives without the need for day to day guidance and direction. This position will involve frequent travel to client offices both within and outside of the UK. A genuine desire to help create and participate in developing our company, culture and future success will be a pre-requisite.

For the successful candidate, we offer a competitive salary with an attractive benefit package.

To register your interest in the role and for an initial conversation, please send your CV to Peter Finnan at [peter.finnan@opsera.com](mailto:peter.finnan@opsera.com).

More information about Opsera can be found at [www.opsera.com](http://www.opsera.com) .