



Role: Product Support Engineer - Technical Support

Job Type: Permanent

Hours: 40 hours per week over 5 days (Monday -Friday)

Salary: Negotiable

Benefits: Life Insurance & Critical illness

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 Product support systems engineer who is able to demonstrate experience of delivering sound and confident technical advice to clients. The role is a mixture of Product support and internal IT support and 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. The ideal candidate will be professional, friendly, enthusiastic, and technically inclined with excellent problem solving, conflict resolution, and analytical skills. Excellent oral and written communication skills are an absolute must for this position. Only candidates with at least two years experience working in a first or second line technical support role should apply.

Role Description:

The role is predominately focused on our Opsview product range. You will be responsible for acting as first line support contact and as such will be the point of contact for many of our international clients, providing expert technical guidance to and dealing with technical issues and queries..

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 Linux servers, laptops running Microsoft Windows and Apple OS X, printers, and LAN.

Training will be provided in Opsview, but prior knowledge of these or similar technologies would be advantageous.

Duties and Responsibilities:

- ❖ Support Opsview systems for customers
- ❖ Maintenance of JIRA – Our bug tracking, issue tracking and project management tool
- ❖ Assistance with support and maintenance of internal systems
- ❖ Ensure support SLA's and client expectations are met (or exceeded)

Required skills:

- ❖ 2+ years of technical support experience (preference for product support)
- ❖ First/Second class degree in Computer Science, Mathematics or Science degree
- ❖ Linux/Unix fundamentals
- ❖ Apache and MySQL system administration fundamentals
- ❖ Familiarity with the at least one interpreted language (Perl, Python, Ruby, etc)
- ❖ Development and debugging of Unix shell scripts

Desired skills:

- ❖ Networking and troubleshooting knowledge
- ❖ Experience with Nagios
- ❖ System management tools experience
- ❖ Source code control (preferably Subversion)
- ❖ Working knowledge of Open Source virtualisation technologies such as KVM
- ❖ Prior experience of working in small teams
- ❖ Experience with software packaging tools (RPM, Dpkg, etc)

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.

Opsera operates flexible working practices - our employees often work from home or on client site making use of various communications technologies to work effectively in teams. Therefore this position would suit someone who is capable and effective when working from home rather than being purely office based.

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

More information about Opsera can be found at www.opsera.com