



Position: Support Analyst

Location: Sheffield or Fulham, London.
Salary: £20,000 – £35,000, dependent on experience.
Benefits: All staff have the option to acquire stock in the firm.
Role type: Full time role. Right to work in UK required.
Start: Immediate.

About Rockshore

Rockshore is a rapidly expanding managed service software company now looking to add to our Service Management team. With offices in Sheffield and London, Rockshore provides a range of managed services in the area of real-time information management areas and mobile telecommunications fields.

Role

A Support Analyst is responsible for the service delivery of a range of IT managed services for multiple customers. The spectrum of responsibilities is wide and ranges from monitoring alarms, progressing trouble tickets to monitoring SLA levels. This is an expanding role with scope to widely influence the development of this crucial area of the business.

Functional Skills

Required

- 2-5 years experience within an IT Support role.
- Excellent communication skills and ability to be the primary operational contact for customer accounts.
- Understanding of customer service best practice.
- Experience of trouble ticketing systems and SLA delivery.
- Technical problem solving and root cause analysis skills.
- General technologist with experience in a selection of the following technologies: Linux, MySQL, Jboss, Apache, OpenLDAP, SVN, Cisco Internet appliances.
- Experience of mobile technology with a preference for those with experience of supporting mobile phone software.

Desired

- Understanding and/or experience of ITIL.
- Experience in configuration management and release management.
- Understanding of the software development lifecycle.
- General system administration experience.

Personal Profile

You will be a highly motivated individual with a keen interest in the delivery of applications based on the latest Internet technologies. Working as a member of a tightly knit team you will be comfortable in taking responsibility for the service delivery of complex IT systems for assigned customers. You will need the confidence and ability to actively participate in technical and strategy discussions in relation to Service Management.

Ideally you will have a graduate degree and a personal interest in software. Above all else, Rockshore is looking for the right people to join this young and dynamic team. We value a flexible and positive work ethic and are seeking enthusiastic candidates with a desire to progress quickly.

Please send CVs to careers@rockshore.net