

## Role Description and Person Specification

General tasks, responsibilities, and requirements of the role

Role: **Linux Support Specialist**

Contract type: **Permanent**

Team: **Infrastructure**

Reports to: **Operations Manager**

e2e-assure is looking for candidates ideally with an IT related degree (but not essential). You must be curious and eager to learn and embrace new technologies.

You will be using support ticketing systems and liaising with customers and 3rd parties and working with cloud IaaS and PaaS (storage, Servers, hypervisors, and operating systems) as well as maintaining LoB applications.

The role requires attention to detail and prompt, timely responses to support tickets. Linux expertise essential - this will be your main skill although ideally you will be able to build, harden, patch and configure a variety of operating systems.

You will be familiar with working with monitoring systems to ensure cloud resources are monitored and managed effectively and you will be constantly looking for ways to improve automation, monitoring, service delivery and cloud provisioning.

You will be challenged with building and maintain a variety of mainly Linux systems running a wide variety of applications, many of which will be security focused. You will need to help the team manage and automate as much of the work as possible.

The right person will... ..be a self-starter, self-motivated and excited by challenges who is constantly learning and adapting ...want to be thrown in at the deep end but with some expert and strong guidance along the way.

You will be expected to learn on the job, and we will provide you with tools, playpens and training. ... be willing to follow process and procedures and work with end users and customers – and always treat them with utmost respect ...understand the importance of respecting privacy and have excellent ethics ...be good at communicating and working with others..

### Other information

After being provisionally offered a job, candidates will be DBS and background checked by a third-party and must be willing to attain SC and NPPV3 clearances (we will put you through this process). Failure to pass these checks may result in your application being discontinued.

We expect e2e-assure employees to have a high standard of personal integrity, both during and outside work time, including how they present themselves online. We may conduct background and open source checks to verify this.