

Technical Support Engineer – Job Description



About FSB Technology

FSB was founded in 2007 by sports betting veterans who understood that consumer demand, live betting, smartphone penetration and evolving European gaming regulations would fundamentally change the operations behind a modern betting and gaming service. The founders of both Sportingbet and Betfair backed the business, and they've since become the industry's tech leader. Over the past decade, FSB have refined their technology and now offer the most customisable, efficient and reliable omnichannel sports betting platform – complete with tools that help you drive revenue, reduce operating costs and maximise marketing ROI.

The Role

We are looking for a driven individual keen to learn and progress within FSB. The Technical Support Engineers are responsible for application support and incident management for all of FSB's services. Also the team are responsible for internal helpdesk duties ensuring the development, trading and customer support teams are able to provide an excellent service to all our partners. This is an exciting opportunity to join a rapidly growing gaming platform development company based in EC2A, with great potential for self-development and promotion for the right candidate. This vacancy provides a great opportunity for a recent graduate or somebody with industry experience to work in a high paced technological environment.

Responsibilities

The right individual must be prepared to work varied shift patterns providing 24/7 coverage 7 days a week. Some weekend working and Bank Holiday cover is required and participation in an out of hours on call rota is expected. Responsibilities include:

- End-to-end responsibility for the administration, support, and maintenance of all desktop/server infrastructure and users applications.
- Monitor system performance and status using Nagios and other tools taking early actions when required to ensure maximum uptime for all FSB services.
- Knowledge of Bash scripting used for automating tasks etc.
- Maintain and manage SQL databases running on Linux operating systems.
- Provide end user support for all Windows OS's, CentOS, Ubuntu, Mac and Google Apps.
- Efficiently deal with incidents following company processes for escalation, resolution and notification.
- Manage servers in RackSpace, Google Cloud and AWS platforms.
- Manage and configure NGINX based web servers.

Extra marks if you have experience in:

- Jenkins
- Ansible
- GIT