



Technical Support Engineer - Application Platform

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, with great potential for self-development and promotion for the right candidate.

The Role

This vacancy provides a great opportunity for a recent graduate or somebody with industry experience to work in a high paced technological environment.

The role is a remote one, so you will be required to work from home the majority of the time, however office cover in London is required as per the support team rota.

What we're looking for

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.
- Troubleshoot, Replicate and Escalate FSB partner issues using Salesforce helpdesk system.
- 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 a Nutanix based Private Cloud environment, Google Cloud and AWS platforms.
- Manage and configure NGINX based web servers.

Extra marks if you have experience in:

- Jenkins
- Ansible
- GIT