

Technical Support Engineer – Application Platform

Hours: Full Time, 37.5 hours

Contract: Permanent

Location: Hybrid - Central London (Nearest tube station: Oxford Circus) / Remote

About the company

FSB is one of the leading platform providers in the Sports Betting and iGaming sector. With an ever-increasing client base spanning across various countries and continents, you'll be joining us at an exciting time as our company grows and our journey accelerates rapidly in continuing to achieve great success. Will you be the next member of Team FSB? Develop your dream role and bet on us!

About the role:

As the postholder you are responsible for application support and incident management for all of FSB's services. As part of the team, you are responsible for internal helpdesk duties ensuring the Development, Trading and Customer Support teams can provide an excellent service to all our partners.

The right individual must be prepared to work varied shift patterns as the IT Helpdesk provides 24-hour 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:

- 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 Zabbix and other tools taking early actions when required to ensure maximum uptime for all FSB services.
- 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.
- Assist with any other reasonable tasks within the context of the role/team/department as specified by the line or authorised manager

Essential (must have) – knowledge, skills, and experience

- Knowledge of Bash scripting used for automating tasks etc.
- Strong Linux skills
- Strong understanding of PC hardware
- Highly organised and strong prioritization skills
- Clear communication skills
- Experience of working in fast paced environment

Desirable (nice to have) - knowledge, skills and experience

- Jenkins
- Ansible
- GIT

We would be keen to see if your talent matches our requirements. Please submit your interest via our website: <https://fsbtech.com/careers/>

Disclaimer: Please note that FSB currently does not have a licence to sponsor anyone who does not have the right to work in the UK.