



Logistex provide automated materials handling and software (WMS) solutions for warehousing operations, and we are currently seeking a

## *Trainee Systems Hotline Engineer – Kettering*



**Reference number:** 2024-29

**Salary & Benefits:** Attractive salary, 264 hours holiday per annum including Bank Holidays, pension scheme, tax free childcare, cycle to work scheme, free parking

**Hours:** 37.5

**Location:** Kettering

**Contract type:** Permanent

The role of the Trainee Systems Support Engineer is to provide support for the automated material handling systems within the Production environment of an extensive customer base through the application of the 24 x 7 x 365 hotline function. To always work in accordance with the Risk Assessment, Safe System of Work or Work Place Risk Assessment as provided by Logistex.

Responsibilities:

**Role details:**

- To gain the experience and necessary technical skills to undertake a 24 x 7 technical support function identifying and resolving issues within Warehouse Management / Control Systems (WMS / WCS) and Material Flow Systems (MFS) ensuring it is available to all customers both internal and external via support desk cover.
- To perform basic maintenance activities to ensure that consistent and robust delivery is sustained.
- To assist customers in logging issues within the company ticketing system and ensuring they are then picked up by a Hotline Engineer for investigation and resolution.
- To collaboratively write and update knowledgebase articles.
- To undertake the resolutions to client issues, supporting and assisting the account management team, including site visits as appropriate.
- To manage the escalation procedure of customer issues as and when required.
- To integrate with the complementary Controls support function counterparts to deliver a seamless and enhanced service.
- To follow Company Health and Safety procedures and responsibilities as outlined in the Health and Safety Policy as per Section: 3.9 – Company Employees.

**Education and Skills**

Knowledge / Experience within 4 or more of the following: scripting language, Linux Text Processing, SSH access using Keys, Red Hat, JIRA / Incident Tracking System, handling 1st and/or 2nd level support calls, Networking (TCP/IP), Server Monitoring and Cyber Security

A strong sense of commitment within a team and customer satisfaction

Attention to detail alongside good verbal and written communication skills.

Desirable: Knowledge of RDBMS and SQL (Oracle / Postgres) Knowledge/Experience with 4 or more.

**Closing date:** 10<sup>th</sup> May 2024

**To apply:** Please submit your CV and covering letter to [careers@logistex.com](mailto:careers@logistex.com)

Logistex Ltd is an equal opportunities employer and will consider all applications on the basis of their relevant merits and abilities.