

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

Trainee Systems Hotline Engineer

Reference number: 2022-72

Salary & Benefits: Competitive salary, 33 days holiday including Bank Holidays, pension scheme, tax free childcare, cycle to work scheme, free parking

Hours: 37.5 per week

Location: Kettering

Contract type: Permanent

Role details: We are looking to recruit a Trainee Systems Hotline Engineer. As a Graduate Trainee, you will be provided with all the necessary technical training required to allow you to provide support with a range of customer issues and escalate any matters that are unable to be resolved through normal channels, liaising extensively with customers and engineers in the field to ensure a seamless and consistently high-quality service level is always maintained.

Key accountabilities of this role will include but not limited to:

- Gaining the experience and necessary technical skills to undertake a 24 x 7 technical support function, identifying, and resolving issues in order to support all customers both internal and external via support desk cover.
- Performing basic maintenance activities to ensure that consistent and robust delivery is sustained. Assist customers in logging issues within the company ticketing system & ensuring they are then picked up by a Hotline Engineer for investigation & resolution.
- Writing and updating knowledgebase articles, undertaking the resolution of client issues, supporting and assisting the account management team (including site visits as appropriate), managing the escalation procedure of customer issues and integrating with the complementary Controls support function counterparts to deliver a seamless and enhanced service.

To be considered for this role you will hold/have/be

- Degree level or equivalent in a relevant STEM discipline (Science, Technology, Engineering or Maths)
- Full clean driving license
- experience in scripting language, Linux Text Processing, SSH access using Keys, Red Hat, JIRA / Incident Tracking Systems, handling 1st and/or 2nd level support calls, Networking (TCP/IP), Server Monitoring and Cyber Security

Closing date: 9th December 2022

To apply: Please submit your CV and covering letter to careers@logistex.com

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