

Position: IT System Support

Reports to: Development Manager

Location: North Lincolnshire

Salary: Subject to experience

📍 **Head Office:**
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Keyzo IT Solutions Ltd are looking for an IT System Support Engineer to join our technical team. We specialise in software development tailored to our client's objectives, delivering an array of custom software development projects, as well as a suite of innovative software products designed to streamline client's business operations.

We are keen masters of the latest technologies and will always identify the best solution for our projects.

Your Job Role:

As the IT System Support Engineer, you will be working alongside our Development and Digital Marketing Team, this will include supporting our flagship software products, servers and IT support for our clients externally and internally.

You need to be fanatical about the level of customer support provided to maintain a high level of service, keeping our systems up to date and secure.

A typical day...

- Working through any support phone calls, emails, or tickets within our support system
- Looking at ways to reduce the amount of support enquiries we receive through educating clients
- Investigate proactive support packages we can provide to clients to improve profit margins
- Maintenance tasks on our live web/email servers to maintain maximum security
- Setup new servers and PCs both internally and externally
- Daily scrum meetings with the team
- Email, DNS, Hosting, PC and Linux Server Security Updates Support Tasks
- Server support back ups
- General IT Support in the office
- Microsoft Server and Active Directory knowledge and advantage but not essential



What We Expect:

- Ensure that yourself and team members are dealing with support requests in a timely manner.
- Ensure our systems are secure and kept ahead of new technologies
- Have extensive knowledge of Linux, WHM, cPanel
- Have experience of Windows OS including Active Directory
- Be able to setup emails on multiple devices and be able to setup PC's/Laptops for clients and the internal team
- An understanding of programming in PHP and can support WordPress and Magento with regards to security patches that are often released would be an advantage but not a necessity.
- For this role, we would require you to join our 24/7 support rota, which you will receive additional pay and have full training.

Location:

Our Headquarters are situated one mile from Humberside Airport in the small quiet village of Kirmington. We are surrounded by the picturesque Lincolnshire countryside ideal for a lunchtime walk. The local pub and St Helen's Church are a couple of minutes away.

Additional Benefits:

- Free Parking - loads of space in private car park outside our office building
- We have a spacious building with a kitchen area and 'chill zone' / games room
- We offer bonuses based on productivity
- Flexible time/shift patterns
- Can work from home occasionally
- We all use state of the art technology and gadgets

How to apply:

If you are passionate about what you want to achieve and you are highly experienced in any of the advertised vacancies, then please contact us at jobs@keyzo.co.uk. Please include a covering letter explaining why we should consider employing you, along with a cv and a case study of the most recent technical project you have worked on.

No recruitment agencies as we have exclusive arrangements in place with existing suppliers