

JOB ADVERTISEMENT – SENIOR SYSTEMS ENGINEER

The Team:

Tibus is a team of technical and commercial people. We design, build and the support Internet services for businesses across the UK & Ireland. We are one of the oldest ISPs in still existence and pride ourselves in our independent spirit. The work we do is challenging and can be hugely rewarding. Our team ethos is respectful and fun but committed and hardworking.

Your role:

Senior Systems Engineer. This role is absolutely key for Tibus. You make new services and you fix existing platforms. You work on orchestration and automation. You meet customers as technical voice, with commercial staff. You play a part in our planning meetings and our tech governance meetings. You also assist the 1st line team with complex diagnosis and resolutions. The role is varied, it is rewarding, it is challenging and it is fun.

Day to day you will:

- Integrate various systems and building new ones as required
- Support existing systems and patch manually where necessary
- Technically diagnose server and performance related issues
- Attend client meetings with commercial managers as technical pre-sales and engineering voice
- Analyse systems, platforms and servers in order to optimise, harmonise and maximise performance
- Supportg 1st line support team on a 2nd or 3rd line basis for complex technical issues within the server estate
- Assist with work in Tibus Data Centres in Dublin, Belfast and London as required

What we're looking for from you:

Your job is about understanding an array of disparate systems and platforms. You will work with different technologies and different packages to optimize how they work and what they do for Tibus customers. You will understand what makes for a good customer experience and you will know that clients are the centre of a commercial operation like Tibus.

You are interested in people and you are interested in technology. You are interested in how customers want to work and you enjoy talking to new voices and building relationships with them. You understand the need for industry leading standards of service and explanation because those are the standards you set for yourself.

You will report directly to the Head of Orchestration, but you will work with the Commercial Manager, Customer Success Manager and the MD on occasion. You will want to be personally responsible for making Tibus more efficient and more orientated toward automation.

You will enjoy working in a team environment. You will know how to get the best from your peers in Tibus and your colleagues across the wider business. Forming teams and strong working relationships will come naturally to you.

You might be keen to work-from-home primarily and that is okay by us. But you will know that you are expected to be in our Belfast office as often as is needed to support your colleagues. You'll be interested in occasional travel to client meetings or other events across the UK & Ireland.

You want to take the next step in your career into a technical service role, working for a small but hard-working Internet Service Provider. You'll want to be part of a wider group, one of the world's leading media companies. You're ambitious. You're for us. And we're for you.

What's in it for you?

For the right person, this job represents an exciting opportunity to join a successful company and be a key player in steering its future development; to take on more responsibilities and progress within this industry.

We love our business and what we do. We want you to love work as much as we do so we promise to offer on-the-job training and development enabling you to be the best you can be.

Equal opportunities:

The Company is an equal opportunities employer and wholeheartedly supports the principle of equal opportunities for all its employees and for all applicants for employment. It opposes all forms of discrimination in the workplace.

We are a diverse team so want to maximise every individual's potential to create a productive environment where everyone feels valued, and where talents are fully recognised and utilised.

This means affording equal access to any employment opportunities within the Company according to your ability, without prejudice or discrimination by reason of race, colour, nationality, ethnic or national origin, religion, belief, gender, sexual orientation, gender reassignment, marital status, disability or age.