
Job Title: **Application Support Engineer**
Department: **IT Operations/Application Support**
Reporting To: **Application Support Manager**

Main Purpose of Job

Reporting to the Application Support Manager, the Application Support Engineer role is responsible for the configuration, maintenance and support of the Linux estate with a lesser responsibility for our Windows estate. It will involve proactively monitoring and investigating issues ranging from testing environments up to production environments. This role operates a shift rota and will include on-call on a rotational basis.

Responsibilities

- Ⓜ Install, configure and maintain applications, services, servers and environments
- Ⓜ Proactive analysis and pre-emptive incident reduction by means of monitoring/trend analysis
- Ⓜ Development, deployment, tuning and upgrade of applications and services
- Ⓜ Ensuring best practice security to maintain compliant status
- Ⓜ Implementation of automation technologies to aid productivity
- Ⓜ Recommending & utilising new products/tools to give the best possible solution to issues
- Ⓜ Supporting internal users and external parties/clients

Key Skills

- Ⓜ Strong Unix/Linux skills. (Debian, Ubuntu)
- Ⓜ Experience working with Apache/Nginx/Tomcat, HAProxy
- Ⓜ Experience working with Nagios, Grafana, Prometheus or similar monitoring tools
- Ⓜ Experience of Log management/aggregation tools such as Graylog or ElasticSearch

Experience

- Ⓜ BSc in computer science (or relevant alternative) with 2 years commercial experience **or** 4 years commercial experience within a similar role

Desirable

- Ⓜ Knowledge of Java/C++
- Ⓜ Experience of Nomad/Kubernetes
- Ⓜ Experience with Azure
- Ⓜ Experience or knowledge of the following technologies: Bash, SQL, PHP, Ruby, Groovy, Node.JS
- Ⓜ Strong DB experience. (Postgres/MSSQL)
- Ⓜ Previous use of Continuous integration tools. Preferably Jenkins.
- Ⓜ Experience of Virtualisation Technologies (VMware, HyperV, Citrix)
- Ⓜ Experience of containerisation Technologies (Docker, LXC)
- Ⓜ Experience in Networking (Cisco, F5, CloudFlare)
- Ⓜ Willing to travel to offices abroad if required (infrequent)

None Technical Skills & Experience

- Ⓜ Knowledge of Gambling and Betting
- Ⓜ Disaster Recovery & Business Continuity Planning
- Ⓜ Information Privacy
- Ⓜ Information Regulatory Compliance (GDPR, Regional Authorities)
- Ⓜ Information Risk Management
- Ⓜ Information Security & Information Assurance

Personal Attributes

- Ⓜ Self-motivated individual that possesses excellent time management and organizational skills Excellent judgment, analytical thinking, and problem-solving skills
- Ⓜ Ability to produce work to a high standard irrespective of deadlines
- Ⓜ Ability to work on/learn bespoke systems
- Ⓜ Desire to learn about new technologies and trends within the industry
- Ⓜ Evidence of strong interpersonal skills and the ability to establish positive relationships with employees at all levels of the business
- Ⓜ Strong sense of personal responsibility and accountability for delivering high quality work, both personally and at a team level

Shift Pattern/On Call

- Ⓜ 09:00-17:30 weekday shift 3 in 5 weeks (flexible start times)
- Ⓜ 08.00-16:30 weekday shift 1 in 5 weeks
- Ⓜ 13:30-22:00 weekday shift 1 in 5 weeks
- Ⓜ 08:00-16:30 weekend shift 1 in 5 weeks
- Ⓜ 13:30-22:00 weekend shift 1 in 5 weeks
- Ⓜ On Call 1 in 5 weeks.

Note shifts and on call would not start initially but once on boarding/training complete. From time to time there may be overnight deployments. Appropriate time off will be given to accommodate this