



Cloud | Digital | Content | Consulting

GlobalizeMe UK Ltd, Sanderum House, Oakley Road, Chinnor, Oxfordshire, OX39 4TW  
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Role: 1<sup>st</sup> Line Support Engineer

Location: Bangalore India

Basis / Salary: Full time / Commensurate with experience

**STRICTLY NO AGENCIES**

**Vacancy Date: 21<sup>st</sup> August 2020**

We are seeking an experienced 1<sup>st</sup> Line Support Engineer to work within our digital support team and help us drive our business forward whilst maintaining our already strong processes, technical foundations and client relationships.

#### **About the Role**

This role is a great opportunity for an enthusiastic experienced hosting support engineer to progress their career goals by being a key player within this diverse and entrepreneurial team.

You will be one of our 1st Line Customer Support Engineers working in our Service Desk Team based remotely or within commutable distance of our Bangalore office. Your key responsibility will be to provide first class technical support through a wide range of service desk ticket customer enquiries (Zendesk) and working with developers and DevOps support departments. You will be expected to have high service standards and provide a 'yes we can' approach at all times.

This isn't a traditional 1<sup>st</sup> Line Support role – but we hope that's a good thing; duties are diverse and include, but are not limited to:

- Managing a busy interactive service desk, assessing the complexity of an issue, and dealing with it yourself, or escalating tasks to DevOps or Development teams.
- Ensuring all tickets are logged into the service desk system and progress notes are added to all tickets.
- LAMP server support and configuration.
- Performing regular maintenance on WordPress websites.
- Involvement in new website deployments.
- Managing the timely resolution of open actions across all customer tickets.
- Involvement in team meetings, team mentoring, adherence to and implementation of key processes.



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## About You

Working at GlobalizeMe is not your normal 9-5. We work hard, and in exchange, all the GlobalizeMe team work to flexible working rosters that support our strong and professional business ethics but also give priority to family where needed. You will be ready for a flexible working environment and will have the following skills / qualities:

- You will have at least 1 year of hosting / digital related Service Desk experience, proven via references and a solid LinkedIn profile.
- You will have excellent written and spoken English skills and confident to attend regular internal and client calls.
- You will be a versatile self-starter with a proactive mindset and a desire to take ownership of tasks and see them through to completion.
- You will have all of the following at an intermediate to strong level:
  - IT skills gained from working within a similar role covering cloud-based hosting technologies, knowledge of supporting Linux, on AWS or Azure or a similar cloud platform.
  - Understanding of hosting management environments such as WHM and CPanel.
  - Understanding of CMS platforms such as WordPress.
  - Have a familiarisation of basic network technologies (TCP/IP, DNS, DHCP etc.)
  - Be security aware.

And equally important are the following:

- You'll have a sense of humour and will be ready to meet challenges and clients with a smile.
- You'll be setup and ready to work from home, following a UK shift pattern.
- You'll be ready to meet the challenge of joining a small yet dynamic and rapidly growing team with some tough yet rewarding challenges in meeting the needs of our global, high-calibre clients.
- But above all you will be passionate to know that you'll be helping the company grow to exciting levels and will be growing with the company.

We want our people to thrive, prosper and to leave work every day feeling valued and that they have made a difference. Talented, motivated, and creative people lie at the heart of our success, so we invest in our people and their professional and personal development through technical certification programmes.

If we sound like the sort of team you'd be excited to join and are ready to learn more about this opportunity, please send us your CV, current salary and a covering letter to us at the following address: [bangalorejobs@globalizeme.com](mailto:bangalorejobs@globalizeme.com).



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### **About GlobalizeMe**

Headquartered in the Netherlands and with regional offices in the UK and India, we're a growing company with a massive reach. From small beginnings, GlobalizeMe have shown conservative yet steady growth throughout this early part of the 2000's. Our focus has always been on honesty in tandem with happy teams and happy clients, as evidenced by our company ethics.

This ethos has driven some exciting milestones in our history and has seen us provide services to a range of clients from global tech companies and financial services giants to pharma leaders and SMEs alike. Read more about our history and ethos here: <http://www.globalizeme.com>.

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