



27.08.2008: Red Hat UK is currently recruiting for **3 Associate Technical Support Engineers**

Position Description:

Your main responsibilities will include working in a multicultural/multilingual technical team, dealing with support requests from enterprise customers via the telephone and the Web.

You will also be responsible for maintaining a high level of customer satisfaction and for keeping your technical and non-technical skills current by attending courses and spending part of your time in personal development.

<p>Your main duties will include:</p> <ul style="list-style-type: none">* gathering information for each issue* carrying out the necessary research* working with senior team members in order to transfer the problem tot hem or in order to get advice on how to proceed further and provide solutions to customers* incorporating your findings in the company's Knowledge Base when necessary <p>Technical skills:</p> <ul style="list-style-type: none">* basic Linux system administration experience at home, work or school* basic theoretical knowledge of networking, UNIX-like services and concepts* basic application debugging skills* software development experience (programming and scripting languages) not required but considered an advantage	<p>Profile:</p> <ul style="list-style-type: none">* strong troubleshooting skills and a passion for problem solving and investigation* customer focus and service orientation* ability to work well in a team* ability to multi-task, prioritize and work under pressure* ability to work in process-driven environments as well as in contexts where consultation with colleagues, taking initiative and judgement calls are necessary* ability to communicate courteously and effectively with customers, third party vendors and associates of the company* contributions (not just development) to Open Source community and projects considered an advantage <p>Preferred education:</p> <ul style="list-style-type: none">* IT degree or equivalent work experience* RHCE or equivalent not required but considered an advantage <p>Languages:</p> <ul style="list-style-type: none">* Fluent in written and spoken English* Written and spoken fluency in any of French, German, Italian, Spanish considered an advantage
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Further information:

The positions are located in Hampshire, UK and available immediately. Please contact Eric Williams + 0044 1252 362 990 (in German or English) or send your CV (in English) directly to him: eric.williams@redhat.com.