



27.08.2008: Red Hat UK is currently recruiting for a **Technical Support Engineer**

**Position Description:**

Your main responsibilities will include working in a multicultural/multilingual technical team, dealing with highly technical 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.

**Your main duties will include:**

- \* gathering information for each issue
- \* carrying out the necessary research
- \* providing analysis to fully understand the issue
- \* proposing workarounds if appropriate
- \* proposing and discussing fixes, providing advice and educating customers
- \* interfacing with engineering, product management and support management when necessary in order to prioritize customers' requests
- \* incorporating your findings in the company's Knowledge Base when necessary

**Technical skills:**

- \* 3+ years of commercial Linux experience in the enterprise sector
- \* Linux system administration experience at RHCE level (RHCE not required)
- \* good theoretical knowledge of networking, UNIX-like services and concepts
- \* advanced application debugging knowledge
- \* basic kernel debugging and tuning knowledge
- \* software development experience (programming and scripting languages) not required but considered an advantage
- \* knowledge of enterprise storage solutions and clustering considered an advantage
- \* knowledge of enterprise database solutions considered an advantage

**Profile:**

- \* 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
- \* knowledge of support systems and tools considered an advantage
- \* contributions (not just development) to Open Source community and projects considered an advantage

**Preferred education:**

- \* IT degree or equivalent experience in the enterprise IT sector
- \* RHCE or equivalent not required but considered an advantage

**Languages:**

- \* Fluent in written and spoken English
- \* Written and spoken fluency in any of French, German, Italian, Spanish considered an advantage

**Further information:**

The position is 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](mailto:eric.williams@redhat.com).