

# JOIN THE ULTRAFAST LANE...

## 2nd Line IT Support Engineer

<b>Business Function:</b>	Technical Services
<b>Reports to:</b>	Systems Administrator
<b>Location:</b>	Kings Hill, Kent
<b>Salary:</b>	Up to £28,000
<b>Terms:</b>	Permanent full time

## A BIT ABOUT US

Here at Trooli, we're on a mission to banish buffering, vanish video call embarrassment and clear up those "up to" speed claims that give broadband a bad name.

How? By providing our **new, guaranteed, ultrafast, full fibre broadband speeds** to as many communities as possible across Kent, East Sussex and beyond.

We've already got the great network, now we need more **great people** to take us even further.

Think you can help? Here's why you should get in touch ...

- **We're passionate about growth**  
We've come a long way in 2 years, from nothing to 50,000+ premises passed, 10 staff to over 100 and are now one of the most respected altnets in the industry – and that's just the start. But it's not just our network, we're passionate about ensuring our employees grow with us too.
- **We're passionate about our people**  
At the heart of our culture is a belief that a company should be much more than politics and processes. That doesn't mean these don't exist, but it does mean that our people are the most important part of our business, that life here is that bit more fun and our high staff retention rates are something we're rightly proud of.
- **We're passionate about our customers** – wouldn't it be nice for a broadband network to be independent of Openreach and have complete control of where it builds and the experience our customers receive? Well, that's exactly what Trooli is and with an Excellent Trustpilot rating from our customers, it's clear we're doing something right!

Still interested? Read on...

## THE ROLE

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Excellent opportunity for a 2<sup>nd</sup> line engineer looking to work within a highly established technical department. The role will cover all aspects of the internal IT systems from desktop and server support through to cloud and data center management. This role is ideal for someone who is either looking to transition into a 2<sup>nd</sup> line position or has recently moved into 2<sup>nd</sup> line and looking to further expand their skill set working within a skilled and friendly team of engineers. Opportunities to specialise in specific technologies or move into more networking or security focused positions will also be available.

## THE DAY JOB

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- Provide technical support to Trooli staff members based across 4 offices in the southeast
- Configuration and installation of hardware within offices and datacentres
- Provisioning of new network services and software applications
- Working with junior engineers on projects and support requests
- Performing upgrades and updates to existing hardware and software platforms
- Management of internal and hosted software platforms such as Azure/365
- Investigating system alerts and suggesting and implementing fixes as needed
- Escalating priority issues to senior engineers

## WE'D LIKE TO SPEAK TO YOU IF...

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You have a minimum of 2 years experience working within an IT support role. You will have a passion for technology with hands on experience of Microsoft desktop and server operating systems, laptop hardware, Dell/HP server hardware and Azure or 365 management. You will also understand networking components such as TCP/IP, DNS and DHCP. You have excellent time management and can work both alone and within a team on various workloads simultaneously. Have either managed directly or been heavily involved in software or hardware deployment projects.

## WE'LL LOVE YOU IF...

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- Experience of VMware ESXi or similar hypervisor's
- Hands on firewall and network switching experience (NAT rules / VLANS)
- Basic linux use and management
- Any scripting skills (Python, C, PHP)
- Experience within datacenter environments
- Any experience with databases such as MSSQL/Postgres/MySQL/Maria

## AND IN RETURN, YOU'LL GET...

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- 25 days paid holiday, plus bank holidays
- Generous life insurance policy
- Company sick pay after qualifying period
- Pension
- Career progression
- Free parking
- Friendly working environment
- Company laptop
- Employee referral scheme
- Cycle to work scheme
- COVID secure and risk assessed employer

## OUR VALUES

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- **Integrity:** be transparent and honest with our customers and with each other.
- **Passion:** be excited about what we do.
- **Develop:** invest in each individual.
- **Continual improvement:** work smarter, not harder.
- **Proactive:** take responsibility.
- **Teamwork:** support and collaboration.
- **Quality:** we do what we do well.

*If you think you are the person we are looking for, please send your CV to [alicerose.pitchley@trooli.com](mailto:alicerose.pitchley@trooli.com) prior to the closing date*