

## Job opportunities

Title:	Platform Support Specialist	
Location:	Staines, Middlesex	
Package:	Competitive Base Salary + variable pay scheme + benefits	
Benefits:	25 Days Annual Leave	Life Assurance Scheme
	5 Days Annual Study Leave	Income Protection Scheme
	½ Day Annual Birthday Leave	5% Contributory Pension Scheme
	Private Family Medical Scheme	Subsidised Gym Membership

### Summary:

Attenda is a leading specialist in the provision of managed services solutions for operating Internet and enterprise applications. We currently manage business and brand critical applications for 134 of Europe's leading companies including bmi, Christian Aid, easycar, Princes Foods, St. James's Place and Travelodge.

Our services allow our Clients to selectively outsource their IT operations and re-focus on using IT to add strategic value to their business. Through a commitment to operational excellence, we manage, secure and optimise the performance of our Clients applications irrespective of the physical location of the infrastructure.

The company is financially strong and we have earned the industry's leading accreditations ISO9001, ISO27001, ISO20000 and is an HP Signature Partner, a Microsoft Gold Certified Partner, and a SAP Adaptive IT Hosting provider. In addition we are one of only seven companies to have been ranked in the UK's Sunday Times ARM Tech Track 100 for three consecutive years and have been voted VMware's EMEA Hosting Partner of the Year 2008 and 2009.

We have an incredibly diverse, talented and committed team of people whose focus is squarely on working together to keep critical applications running 24 hours a day, so that our Clients can focus on building success in their own field.

Due to our continued success and growth we are looking to recruit an additional person to join our Platform Support team. Reporting to the Platform Support Manager you will be responsible for the delivery of a highly customer focussed, high availability, shared infrastructure platform service, within a mission critical web based environment.

### Role:

- Providing support to Attends Shared infrastructures and maintaining high availability through proactive measures
- Successful resolution of escalated issues within agreed SLA's.
- Proactive analysis of issues
- Resolving complex technical issues escalated by other internal departments
- Administration and troubleshooting of server or storage based issues.
- Ensuring support teams are updated on current status of issues
- Implement operational procedures, tools and best practice as defined in corporate business plan
- Achieve required levels of operational scalability & performance
- Ongoing capacity management of the shared infrastructure
- Ensure that knowledge is retained through documentation of processes and procedures and implementation of server changes.
- Updating and maintaining our Knowledge base software.
- Documenting troubleshooting carried out
- Liaise with operational departments to ensure customers are kept up to date on current status of issues
- Liaise with project management and client infrastructure teams to ensure customer solutions in line with Attenda processes and procedure.
- Ensure all changes are documented through the change management process

### Person:

- In-depth VmWare ESX server experience in enterprise class solutions.
- Excellent Windows server & Linux knowledge
- Demonstrable strong 3PAR & NetApp SAN & NAS administration skills
- Excellent knowledge of Cisco SAN OS
- VCP qualification preferred.

- Excellent understanding of web site/enterprise infrastructure technology
  - A Bachelor's Degree in a computing-related discipline is preferred, or equivalent professional experience
  - Excellent written and verbal communication skills
  - Experience of running mission critical systems within a multi-site data centre environment
  - Knowledge/experience of ITIL standards
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