



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.

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