appliansys

Graduate Support Engineer

ApplianSys is a pretty special company and an exceptional place for a highly capable, ambitious graduate looking for an engineer role which combines real job satisfaction with a great foundation to kick-start your career.

A bold claim for a company with less than 100 employees? We don't think so...

- ApplianSys aims to be a world class SME. In terms of business performance - and what it has to offer to graduate employees - it is clearly out of the ordinary.
- Its success to date is exciting, and threatening to become spectacular
    ◦ Customers in over 150 countries.
    ◦ A world leader in its global niche, over 50% share of the US market.
    ◦ Set to grow revenues by 500-1000% in the next 12 months
    ◦ Opened regional hub offices in Austin, TX and Kuala Lumpur in the last 2 years
    ◦ Workforce set to double in the next 12 months
    ◦ Customers often testify that our products - and the service offered by our support engineers - are world class
- ApplianSys is a stimulating company to work in - a global company physically concentrated in a few locations. You will:
    ◦ Learn from talented people around you - a diverse mix of geeky types and non-geeks, who all mix routinely in the course of our work
    ◦ Rapidly get as much responsibility as you can take - and see the impact of your work
    ◦ Be proud to play a part in helping people globally build networks, with a focus on helping developing countries transform the education of their young people
    ◦ Likely have opportunities for travel or placements overseas in due course
- Graduate development in ApplianSys is exceptional - a track record stretching back over 15 years demonstrates it is a real career accelerator, proven by the salaries our graduates command down the line. Here, you will develop not only your technical expertise, but the full range of business and soft skills which will set you up for rapid career advancement.
- People enjoy working at ApplianSys and believe it has a special, positive culture.
    ◦ Hard-working, meritocratic, supportive. Friendly, team-oriented, open and progressive. Employees describe the company as "like a family".
    ◦ Highly internationalist mindset, with diversity valued. The company has employed over 50 different nationalities. The workforce is diverse in gender, race and religious background.
    ◦ The company has strong values, which go beyond its business objectives – and which we live by.

The role

You will help support customers of our network appliance products in over 150 countries. After a while, you will also help our sales force demonstrate to prospective customers we have the solution to their issues.

You will initially be responsible for routine post-sales technical support (1st line and 2nd line) in order to resolve customer's issues and to help them use our products effectively. You will also contribute to the testing of development products. You will also take on pre-sales technical support as you develop towards becoming a Senior Engineer.

www.appliansys.com

ApplianSys House, Harry Weston Road, Coventry, CV3 2UB United Kingdom
Tel: +44 845 450 5152 | **Fax:** +44 870 762 7063 | **Email:** recruitment@appliansys.com

Graduate Support Engineer

You will work alongside existing Senior Support Engineers and a technical team more broadly which has extensive knowledge to impart to new recruits. Overall, the role offers a varied and challenging workload with significant responsibility. Engineers can quickly and directly see the impact their efforts have, increasing customer satisfaction and helping to win sales. As part of a small company, they will share the buzz of a winning rapidly-growing team.

What we're looking for

The ideal candidate will have a degree (at least 2:1) in a specialist networks-related discipline or in a more general computer science type course with a significant amount of content dealing with network and internet technologies.

You must have excellent technical and interpersonal skills in equal measure. You will also be excited by the chance to work in an entrepreneurial team-based environment where you can learn fast and move your career forward.

It is essential that you are/have:

- Solid **practical competence in networking** and ideally with open source applications such as Apache, DNS, DHCP, Squid etc)
- Excellent interpersonal and technical skills
- Experience in **linux** (preferred) or other Unix.
- Experience with x86 hardware
- The general aptitudes and motivations to work in a team-based entrepreneurial environment

You are likely to have a significant advantage if you are fluent in a foreign language, in particular French, Arabic, Portuguese or especially Spanish

Salary	Attractive remuneration package - £25-30k+ first year – with significant earnings growth potential
Location	Coventry
Start	ASAP

How to apply

If you believe that you have got what it takes, send your CV to recruitment@appliansys.com.

Please include a covering letter which explains:

- Why are you interested in working as a support engineer?
- Why are you interested in this job in particular?
- What are your particular strengths which make you a stand-out candidate?

Please note that applications without a covering letter will not be considered

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