Linux Support Consultant Role

Do You Enjoy Working With Linux Systems and Solving Clients' Problems?

About us

Tiger Computing is a company that provides Linux consultancy and support services throughout the UK. We pride ourselves on providing fantastic proactive support and maintaining a high level of service to our clients. We actively monitor all the servers we support, and we approach problems from a business perspective rather than a technical one. We make suggestions to clients for other ways of improving their IT infrastructure.

Typical technologies we use include Puppet, Nagios, Munin, OpenVPN, BIND, OpenLDAP, KVM/QEMU, Heartbeat/Pacemaker, DRBD, Apache, MySQL, PostgreSQL, Exim, Dovecot, Open Grid Scheduler, Git – but the next requirement we have may need something else entirely, and you'll need to research and recommend the appropriate solution.

 We never do bodge jobs and quick fixes. Sometimes we need to do something quickly that will keep the wolves at bay, but after that, we always implement a long-term solution. We have lost less than 10% of our clients since we have been in business, and many clients have been with us for over five years.

About you

As a result of all this, we are now very close to the situation where we may have to turn new clients away, and that's why we need you. We are growing and have plans to expand over the next five years. About you If you are completely dedicated to Linux and committed to finding the right solution for a client, prepared to work hard, able to work accurately and love to learn, you could be the person we need. If you are not afraid to tackle new areas and enjoy learning on the job, we will be delighted to support you in learning new skills.

You need to have Linux administration experience, but it doesn't matter to us whether you gained that experience commercially or supporting a charity or similar. What is important is your skill and enthusiasm for Linux. We strongly believe that what you can do is much more important to us than any qualifications.

Our clients are used to people keeping them up to date and meeting deadlines, so you need to be well organised and reliable. You will need to be able to spot potential problems quickly. You must have the skill to be able to explain complicated technical issues to clients who have no technical background, over the phone, in writing and visually.

You also need to be able to get to the bottom of their problems and spot other potential problems quickly. You need to be able to find out what the problems really are. This is key to the job. You then need to be able to work out and present crystal clear options to the clients that meet their needs in terms they can understand.

As we have clients based all over the UK and our work sometimes involves visiting clients, we are quite happy for you to work from home, as long as you can come into the office as

required. You need to own or have access to a car as we are based miles from civilisation and no buses have been seen here in living memory.

A typical day

A typical day We don't have typical days, but if we did, this would be it. You start the by reviewing the alerts on the Nagios monitor screen. There's a security update due for a number of servers. It's only a library update, so you test the update on an internal server and then use Puppet to trigger an update on all of the affected servers. You then review the small number of automated emails from the supported servers, and note that the Clam Antivirus daemon on one server stopped overnight. It's been automatically restarted, but you create a ticket so that the stoppage can be investigated. Next you review the unowned tickets.

There are three, including the one you've just created. The first is from a client requesting a firewall change. One of their remote workers has changed ISP, and their IP address has changed. That should be quick to resolve, so you take the ticket, log into their server, update the firewall and test it. All looks good, so you reply and ask the client to try it.. The next ticket is from a client who runs a version of Bugzilla installed from source rather than from the distribution package. They want their version of Bugzilla upgraded, and want to know how long it will take and when it can be done. You reply with an estimate of the time, and ask whether it would be convenient to carry out the upgrade that afternoon.

The last ticket is the one you created about the ClamAV daemon needing to be restarted. You log into the client's server, but before you've made much progress, the telephone rings. It's a client that rents a virtual server from us, and they are experiencing poor performance. They run their own web application on the server, but they insist that they've made no changes to it recently. You take a few more details, create a ticket and log into their server. It soon becomes apparent that MySQL is taking a great deal of processing time, and some more investigation reveals a large number of slow queries. You look at the Munin graphs for that server and see a large increase in InnoDB Row Operations. You call the client back to discuss with them, and find that they have made a recent schema change, but have not added any indexes. They agree to manage the problem themselves, and thank you for your work.

As it is Monday, there is a Support Review meeting. All open tickets are reviewed, and any ongoing issues are discussed. You agree to help a colleague who is working on an Exim problem, and another asks if they can sit with you while you carry out the Bugzilla upgrade that afternoon.

You continue working on a few more tickets, and also put some time into setting up three virtual servers for testing purposes. You have a project to explore possible replacements for Nagios, and you want one Debian, one Red Hat and one Ubuntu system to test on.

After lunch, you carry out the Bugzilla upgrade, and explain a few idiosyncrasies of Bugzilla to the colleague working with you. You then get involved in the Exim problem, but it is quickly clear that the changes the client wants are non-trivial. You suggest that a test server be set up so that the changes can be properly tested. You create a virtual server, and spend some time showing your colleague how Exim processes mail. You suggest that he tries

implementing the required changes on the test server himself, and you both discuss how to test and debug those changes. Your colleague thinks that the internal Wiki pages on Exim are not as clear as they could be, and are out of date in one area, and undertakes to update and clarify them while he is working on this problem.

You leave him to work on that, and return to the ClamAV problem. You find a corrupted ClamAV database. You arrange with the client to stop email services for a short time whilst you delete the corrupt database and download a new version. You restart email and test, and report to the client that all looks well.

One of the internal Wiki pages specific to one client has been added to many times over the years, and it would benefit from being rewritten. You finish the day working on that as well as answering a question from a client about how SPF works.

Benefits

Benefits 21 days' paid holiday plus Public Holidays, rising to 25 days Pension Scheme Salary £25,000 – £50,000 according to skill Location: We're based in the beautiful Wye valley, overlooking the river; however, if you prefer, you can work from home with visits to the office. The rest: we all spend a lot of time at work, so we take care to ensure that we have a friendly working environment. We have an open plan office, a casual dress code, real coffee, a summer day out (last year we went gliding) and a Christmas meal. You get your choice of monitor, keyboard, mouse and operating system (so long as it's Open Source).

To apply

To apply If this looks like the kind of day you would enjoy, please download some tasks. They are very much the kind of thing you would be doing in the job. If you would like to apply, please complete the tasks and email them to us along with a covering letter and your CV. - See more at: http://www.tiger-computing.co.uk/jobs/linux-support-consultant/#sthash.SCTRnysK.dpuf

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