



Job Description

Job Title: Support Technical Analyst

Posting Date & id: December 2008 STA

Reports to: Operations Manager

Job Location: Millbank, London

Job Summary: System Support Analysis, triaging and resolution working with the development team, quality assurance and customers to meet Canonical's SLAs to its customers.

Key responsibilities and accountabilities:

- Provide local and remote, telephone and email support to Canonical staff as well as Canonical support customers.
- Field specialisation. (Desktop, Server, or Development)
- Serve as a resource for junior staff, providing mentoring and training.
- Be a member of the on-call rotation.
- Work with development team to deliver fixes to clients.
- Identify and document requirements and contribute articles to the support knowledge base.
- Work with Quality Assurance to ensure that Most Frequently Reported Issues are well known and dealt with.
- Conduct business and technical studies.
- Design, develop and implement information systems business solutions for both Canonical, Ltd. and its customers.
- Travel internationally to conferences.

Required skills and Experience:

- Successful customer service under pressure, either in a support role or other related IT position. (Should have at least one disaster story under your belt).
- Excellent verbal and written communication skills in English are essential, but fluency in another language (i.e. Spanish or French) is desirable
- A Bachelor's degree in a computer-related discipline is requisite, but may be waived if a candidate has relevant experience in systems analysis and customer service.
- Programming experience is highly desirable.
- Specifically, you should have run a server farm, or a desktop farm, or something where you can point to having a large base of experience over a period of time.
- Ubuntu experience is essential.
- Recent Microsoft Windows experience is desirable
- Domain experience in a field where Ubuntu specialises, such as Thin Clients or Laptops.
- Active participation in the open source world.