

Fully Remote : *Experience working in Hosting world is mandatory.*

Tech Stack: VPS/Linux/Windows and Solus/KVM/WHMCS

Experience working as: Linux/Windows/Network Administrator

To speed things up, you can share your CV at recruitment@thinkhuge.net.

Our organization is seeking a Systems Engineer to support our continued growth in the hosting industry. We are Think Huge, a very versatile company, with several brands around server infrastructure, our main core business is on the VPS for trading sector, but we're building other brands around the financial sector. We own brands like ForexVPS, FXVM, HowtoTrade, AlgoBuilder, PingPlayers.

Think Huge Ltd was founded in 2012, and since the point of inception, we've grown consistently (and organically). Our staff turnover is non-existent because we empower our people to do their best work and offer excellent avenues of career progression.

Role Requirements

To be successful in this role, you should have:

- Proven experience with the SolusVM virtualization platform.
- Working knowledge of Kubernetes, Grafana, and CI/CD technologies.
- A strong understanding of the web hosting industry, virtualization technologies, VPS, and dedicated server environments.
- Experience administering KVM-based virtualization environments.
- Hands-on experience with WHMCS, Freshdesk, cPanel/WHM, or similar hosting automation, management, and support platforms.
- Strong administration, troubleshooting, and problem-solving skills across both Linux and Windows operating systems.
- The ability to efficiently diagnose and resolve complex hosting-related issues in a fast-paced environment.
- A reliable, high-speed internet connection suitable for remote work.
- Excellent written communication skills in English.
- Willingness to occasionally adjust or extend scheduled working hours to support critical operational or business requirements.

Key Responsibilities

As a Level 2 Support Engineer, your primary responsibilities will include:

- Provide Level 2 technical support through the ticketing system, handling escalations from the Level 1 team and mentoring team members on complex technical issues.
- Troubleshoot and resolve issues across VPS, dedicated server, virtualization, and hosting environments, including network, DNS, operating system, and application-layer services such as PHP-FPM and MySQL/MariaDB.
- Manage and maintain infrastructure to ensure platform uptime, stability, performance, and reliability.
- Proactively monitor infrastructure using Checkmk, NodePing, or similar monitoring platforms, investigate alerts to identify root causes, and implement permanent resolutions where possible.
- Perform customer migrations, service transfers, and infrastructure-related maintenance activities.
- Collaborate with internal teams to investigate, troubleshoot, and resolve infrastructure and service-related incidents.
- Document troubleshooting procedures, root cause analyses, and technical solutions to improve operational efficiency and knowledge sharing.

You must be an independent thinker and willing to take ownership of your role. We will provide the training and autonomy needed for you to thrive and grow with us.

This role is 100% remote, with all communication conducted.

PLEASE NOTE THIS A FULL-TIME ROLE - we want our people to be 100% dedicated to us.

No agencies please