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Lab Support Engineer (Linux)

 Bristol, UK

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At Graphcore, we're building the future of AI compute.

We're a team of semiconductor, software and AI experts, with deep experience in creating the complete AI compute stack - from silicon and software to infrastructure at datacenter scale.

As part of the SoftBank Group, backed by significant long-term investment, we are delivering key technology into the fast-growing SoftBank AI ecosystem. To meet the vast and exciting AI opportunity, Graphcore is expanding its teams around the world. We are bringing together the brightest minds to solve the toughest problems, in a place where everyone has the opportunity to make an impact on the company, our products and the future of artificial intelligence.



Job Summary

As a Lab Support Engineer at Graphcore, you'll play a key role in keeping our people and systems running efficiently. You'll provide day-to-day support to internal customers and external collaborators in on-prem Hardware Labs and Silicon development projects in Linux environments. You will help colleagues resolve issues quickly while maintaining a strong focus on security and following established guidelines.

The Team

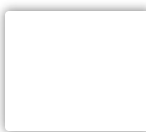
You'll be joining a multidisciplinary team with strong technical skills and a very encouraging culture. We work closely together and regularly share knowledge, and your skills will make a direct impact on our business. It's an exciting and pivotal moment for us right now, with plenty of new projects ahead. If you're looking to solve interesting problems and see your work deliver real-world results, this is the team for you.

Responsibilities and Duties

- Logging and solving support requests face-to-face & via ticketing system, L1&L2 support
- Handling and maintaining Linux-based systems
- Managing a fleet of servers, helping Hardware Lab teams with daily activities
- Installing and troubleshooting servers, hardware maintenance, fault finding
- Detailing solutions and maintaining a clear, up-to-date internal knowledge base

Essential

- Excellent communication and customer service skills
- Good understanding of troubleshooting principles and methodical problem-solving
- Strong Linux administration skills in Debian & RedHat derivatives
- Good networking skills such as VLANs, VPNs, Wi-Fi, routing, subnetting



- Familiarity with desktop and server hardware, BMCs, Out-of-Band networks, firmware & BIOS upgrades, PDU, rack mounts
- Managing Infrastructure-as-Code using Puppet, Ansible, or similar

Desirable

- Experience with identifying network/storage/CPU/RAM bottlenecks across complex workloads
- Experience with various monitoring solutions and stack (e.g. Zabbix/Prometheus/Grafana Mimir/Open Telemetry)
- Experience in managing web servers, load-balancers, reverse-proxies (e.g.: ha-proxy, nginx)
- Proficiency with containerisation frameworks and orchestration (e.g.: Docker/containerd/Kubernetes)
- Python programming skills, with the ability to write code to interact with APIs, process data, and build small applications

We welcome people of different backgrounds and experiences; we're committed to building an inclusive work environment that makes Graphcore a great home for everyone. We offer an equal opportunity process and understand that there are visible and invisible differences in all of us. We can provide a flexible approach to interview and encourage you to chat to us if you require any reasonable adjustments.



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