



# We're hiring

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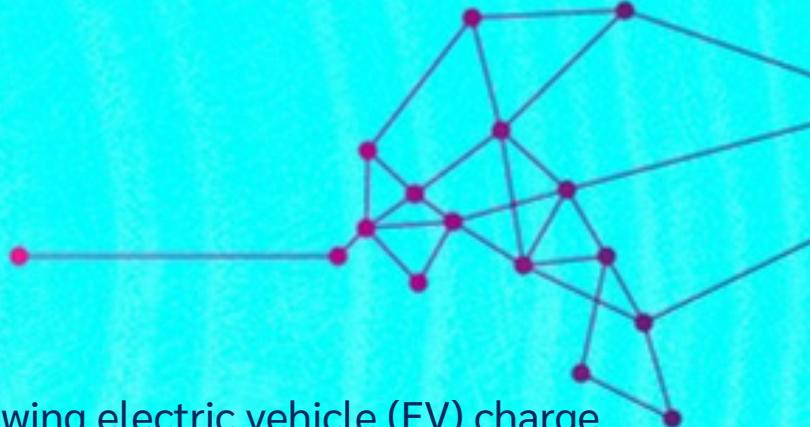
## We're hiring

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### Cloud Support Engineer

- IT team
- Full-time
- Hybrid (Leeds)

# About us



Zest is one of the UK's fastest-growing electric vehicle (EV) charge point operators, with a mission to make EV adoption accessible to everyone. By joining our team, you'll drive transport decarbonisation, support the UK's net zero goals and help improve air quality.

As a B Corporation, we're committed to making a positive difference for people and the planet, while also driving sustainable growth. This ethos is reflected in our company values, which guide everything we do:

## People first

Our infrastructure is designed to **serve communities**. We're committed to developing charging solutions that people need today and in the future.

## Social equity



As nearly 40% of UK drivers don't have a driveway, we're making EV adoption a realistic option for those without home charge points by providing publicly accessible infrastructure.

## Doing it right

Beyond delivering low carbon infrastructure, we're undergoing carbon literacy training, regular carbon audits and carbon offsetting to ensure we meet our **2040 net zero targets**.

# About the role

## Cloud Support Engineer

- **IT team**
- **Full-time**
- **Hybrid (Leeds)**

As a Cloud Support Engineer, you will be a key member of our Platform team, focusing on the cloud infrastructure that underpins our business. You will help ensure our AWS, Entra, and related cloud environments are secure, resilient, and running smoothly.

This is a hands-on, varied role where you'll work closely with developers, DevOps engineers, and other stakeholders to support, maintain, and improve our cloud platforms.

# Responsibilities

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- Proactively monitor, maintain, and optimise our AWS, Entra, and related cloud environments to ensure security, reliability, and performance.
- Respond to and support incident management, troubleshooting, outage management, and root cause analysis for cloud platform issues, collaborating with DevOps and development teams as needed.
- Contribute to automation and self-service solutions to reduce manual work, improve reliability, and empower others.
- Create, update, and maintain clear documentation, runbooks, and knowledge base articles to support operational excellence and knowledge sharing.
- Continuously improve and update infrastructure and application alerts, ensuring rapid detection and response to issues before they impact customers.
- Manage and maintain cloud platform access, parameters, tokens, and permissions, supporting secure onboarding and offboarding of users and services across accounts.
- Support the adoption of best practices in security, cost management, and operational excellence across the platform team.
- Raise and manage AWS support cases, and coordinate with external support as needed to resolve issues.

## Knowledge & skills

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- Background in SaaS support or technical support, with a desire to develop backend and cloud skills.
- Knowledge of monitoring, alerting, and incident response practices in cloud environments.
- Ability to communicate technical concepts clearly to both technical and non-technical stakeholders.

## Essential qualifications

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- Relevant degree or certification is preferred but not required

# Meet the team

IT



**John Heap**  
CTO

John oversees all things tech, leading the software engineering and technical teams to enhance the products and services that we offer to the market. He's responsible for setting up strategies for the IT department to bring our products to life. He loves to keep active by keeping up with his running and is a coach at his local athletics club

**Mandy Jordan**  
Lead DevOps Engineer

As head of the DevOps team, Mandy uses a wide range of experience and skills to provide direction on all aspects of IT, focusing on providing secure and safe environments for our developers to work in. In her spare time, she supports the costume team of a local theatre group with her sewing talents but loves to get out for a run when her kids and other demands allow.



**Bradley Clark**  
Senior DevOps Engineer

Bradley works as Senior DevOps Engineer in the Platform Team helping to support and develop our AWS Cloud infrastructure as well as supporting Software developers. This includes troubleshooting deployments and building infrastructure to support our IT projects. In his spare time, he enjoys photography and is learning to play the guitar



# Why Zest

## Be part of something that matters:

Join an industry that's driving real change. If you're looking for a career with purpose and impact, we'd love to have you on our team.

## Thrive in a great team culture:

Recognised as outstanding by Best Companies, we've built a supportive, collaborative environment where contributions are celebrated, and our team are empowered to grow.

### Our benefits

- Hybrid working - we have no set office days, so you can work flexibly
- 25 days annual leave increasing to 27 days after 2 years' service
- Enhanced family leave and pay
- Employee Assistance Programme

- Health and wellbeing benefit
- Paid dependants and carers leave
- Enhanced parental and bereavement leave
- Eye care

### Certified



Corporation



# What's next?

If you're interested in joining the team,  
apply for a role at [zest.uk.com/careers](https://zest.uk.com/careers).

Or alternatively, send your  
CV to [careers@zest.uk.com](mailto:careers@zest.uk.com)



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[careers@zest.uk.com](mailto:careers@zest.uk.com)

[zest.uk.com/careers](https://zest.uk.com/careers)

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