

ZEST



Certified



Corporation

We're hiring

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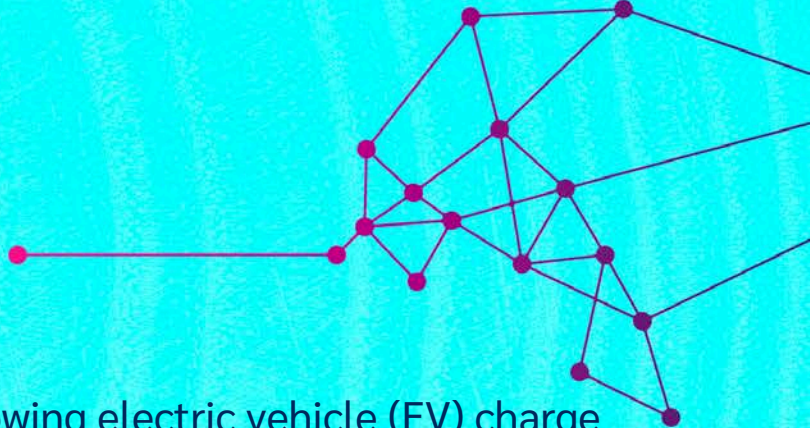
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Cloud Support Engineer

- 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 help establish and run the operational processes that keep our cloud platform stable, secure, and well-managed day-to-day. This is a hands-on role combining support and platform improvement, including managing alerts, incidents, and tickets while enhancing monitoring, alerting, and observability (e.g. AWS, Grafana).

You'll be expected to create and improve processes, produce clear documentation, and work independently with strong organisation and attention to detail. You will also contribute small but meaningful technical improvements and confidently communicate ideas across technical and non-technical teams.

Responsibilities

- Proactively monitor, maintain, and optimise our AWS, Entra, and related cloud environments to ensure security, reliability, and performance.
- Respond to and support incidents, outages and service issues, including troubleshooting and root cause analysis, collaborating with DevOps and development teams as needed.
- Take ownership of support tickets from start to resolution, ensuring timely follow-up and closure.
- Escalate major incidents as appropriate, with the awareness to recognise and mobilise the team when a significant problem arises.
- Design, maintain and improve alerts, monitoring and dashboards (e.g. Grafana) to ensure issues are actionable, meaningful and detected early.
- Contribute to post-incident reviews, sharing learnings and driving continuous improvement.
- Define, document, and improve operational processes for monitoring, alerting, incident response, and support workflows.
- Create, update, and maintain clear documentation, runbooks, and knowledge base articles to support operational excellence and knowledge sharing.
- Ensure all work (tickets, incidents, changes) is clearly documented, traceable, and completed to a high standard.
- Contribute to automation and self-service solutions to reduce manual work and improve reliability.
- Support adoption of best practices in security, cost management, and operational excellence.
- Manage cloud platform access, parameters, tokens, and permissions, supporting secure onboarding and offboarding of users and services across accounts.

Knowledge & skills

- Background in SaaS support or technical support, with exposure to backend and cloud environments.
- 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

- Relevant degree or certification is preferred but not required

Meet the team



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.



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.

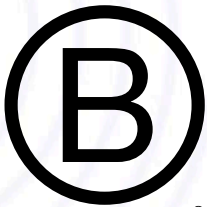
Thrive in a great team culture:

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

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What's next?

If you're interested in joining the team,
apply for a role at zest.uk.com/careers.

Or alternatively, send your
CV to careers@zest.uk.com

ZEST



careers@zest.uk.com

zest.uk.com/careers

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