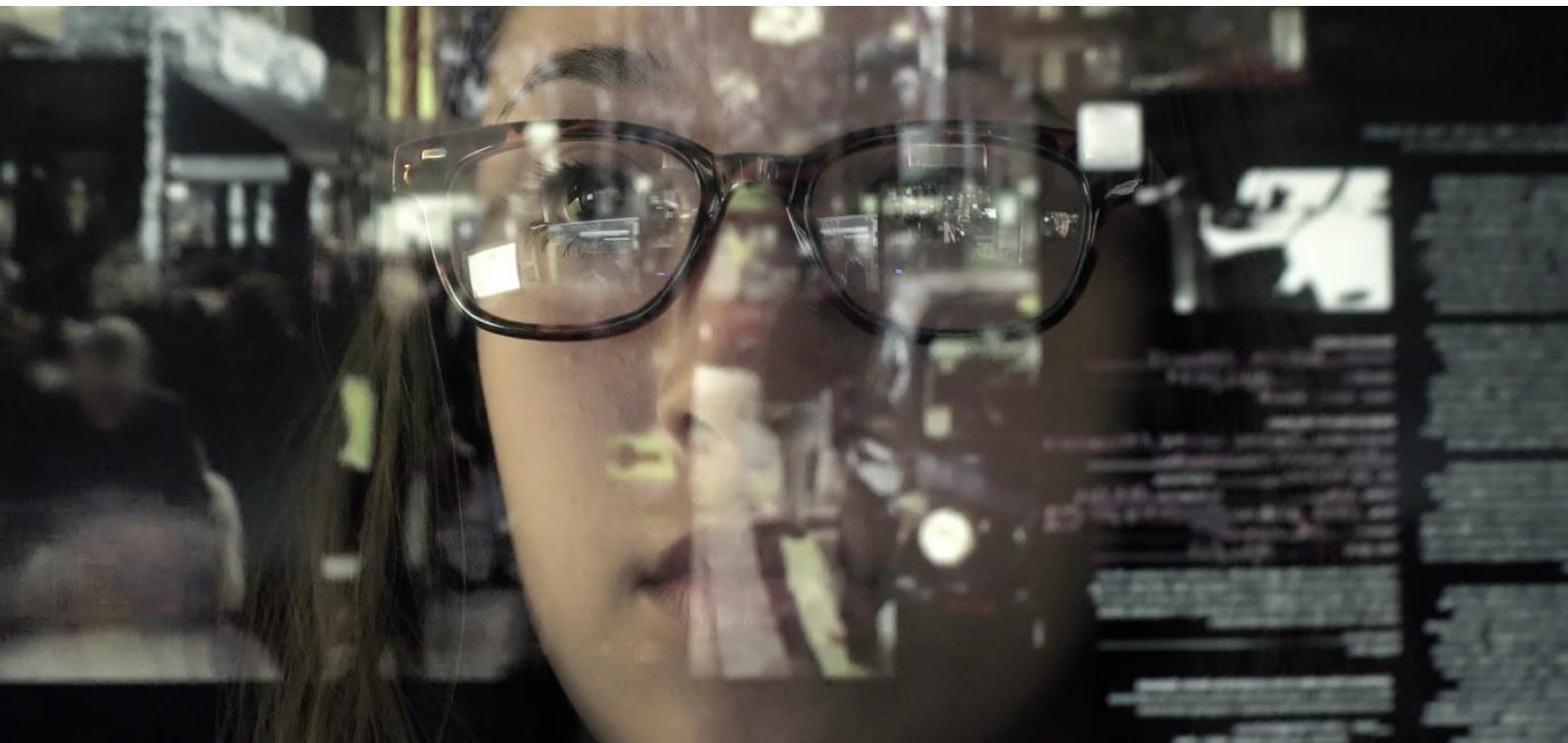


## Technical Consultant (2nd Line)



**Job Title**

Technical Consultant 2nd Line

**Department**

Service Desk

**Reporting to**

Service Desk Manager

# The Role

## Summary of Job Function

A Technical Consultant role within Wanstor includes ensuring smooth running of IT operations at customer sites which you have been assigned. You will need to take ownership of and manage all requests, managing the process through to successful completion, whilst ensuring a consistently high level of customer service at all times.

As a key part of a growing team of skilled technical consultants, you will need to mentor and provide advice to our service desk analysts, undertake in-depth technical fault resolution and liaise with senior technical consultants where required.

## Primary Responsibilities

Responsibility	Weighting (%)
Service Desk Technical Support and Client Liaison	60
At Client Sites working on Projects and Support	30
Planning Work with internal Wanstor teams	10

# Primary Responsibilities

- + Microsoft Exchange 2010 / 2013 / 2016 management
- + User management including group creation and management under Active Directory and Microsoft Exchange
- + Setup and configuration of Windows PCs and laptops
- + Configuring and troubleshooting network connections in LAN, WAN and DSL Environments
- + Configuring Microsoft Outlook and Exchange email, including setup on client devices such as laptops, tablets and mobile phones
- + Monitoring and maintaining scheduled backups in VMware and Windows networks, implementing these in both test and live restores
- + Monitoring customer infrastructure using Wanstor's monitoring tools
- + Maintaining good customer relations along with site visits in the greater London area
- + Microsoft Office 365 integration
- + Managing assets and inventories through software tools
- + Migrating customer sites and users to new infrastructure
- + Producing appropriate documentation for deployments and other changes
- + Completing projects including but not limited to migration of email into Microsoft Office 365 and hosted environments, building new virtual servers and orchestrating office and new site openings

- + Customer infrastructure reviews covering IT service recommendations along with detection and prevention of outages across key IT components

## **KPIs**

- + Customer Satisfaction Rating of > 95%
- + Customer Response and Fix rate > 90%
- + First Contact Resolution > 60%
- + Resolution of > 10 tickets per day
- + Time Spent Fixing (not on hold) < 37 minutes
- + Time to Resolution (including on hold) < 16 hours
- + Knowledgebase creation > 2 per month
- + Average QA score of 4/5

## **Required Skills and Experience**

- + Previous experience of IT support and projects at 1st line level
- + Knowledge of supporting Windows 7, 8 and 10 within a Microsoft domain environment
- + Knowledge of deploying / troubleshooting / maintenance of hardware
- + Knowledge of networking and network troubleshooting (LAN, WAN, VPN, DSL routers)
- + Experience of Microsoft server operating systems and technologies
- + Microsoft technical qualifications
- + Knowledge of ITIL, incident, problem and change management

## Core Competencies

- + A desire to provide excellent, proactive, customer service
- + Well organised, able to multitask and work autonomously
- + Creative problem solver
- + Exceptional written and verbal communication
- + Professionalism
- + Interpersonal awareness and empathy
- + Builds collaborative relationships

## Our Company

Wanstor delivers IT services that enable organisations to achieve their growth ambitions by transforming how they work. We help organisations become more productive, more profitable, and more agile, by empowering them with best-in class technologies and expert teams.

In our 18th year, the company has grown year on year and we now have a team of over 180 staff. We are Head Quartered in London Bridge, and have a hub office in Twickenham, as well as a large team of remote staff across the UK.

Our IT services span the full technology stack, from Infrastructure & Networking solutions to Digital and development. Wanstor provide a full support service which includes 24-hour helpdesk, network monitoring and on-site support.

Our customers are some of the biggest brand names in the UK, and our consultants are some of the most skilled networking experts in the country. As a service centric organisation, we see people as our best competitive advantage as we strive to provide an unsurpassed service to our customers.

We expect a lot but at the same time are extremely supportive as we look to help realise each person's potential in building a successful career a Wanstor.

## Commitment to Core Values

We align ourselves to a core set of values and behaviours.

- + **Customer Advocates:** Put customers at the heart of what you do, to consider their needs with every decision you make
- + **Proactive:** Leave things better than you found them. Drive change, don't just talk about it.
- + **Growth Mindset:** Learn on reflection, embrace change, and seek to continuously improve. Take opportunities to share knowledge with others
- + **Trust:** Do what is right, not what is easy. Instil confidence through proactive communication.
- + **Winning Teams:** Don't settle for average, inspire others with your ambition and enthusiasm.



Customer Advocates



Proactive



Growth Mindset



Trust



Winning Teams