

## Senior Technical Consultant



### **Job Title**

Senior Technical Consultant

### **Department**

Service Department

### **Reporting to**

Head of Proactive Services

# The Role

## Summary of Job Function

Responsibility for the smooth running of IT operations at customer sites to which you have been assigned. You will work with the IT/ business leaders at clients sites to understand their core business and demonstrate how IT is an enabler for them to meet their business objectives. Through proactive maintenance and management of customer sites, you will design and implement IT solutions, ensuring a smooth transition to our support services.

A Senior Technical Consultant role within Wanstor includes acting as an escalation point to the service desk. You will need to take ownership of and manage all requests, overseeing each process through to successful completion whilst ensuring a consistently high level of customer service at all times.

## Primary Responsibilities

Responsibility	Weighting (%)
Project work, design and implementation	60%
Proactive IT management of clients, identifying improvements	20%
Technical Support – Service Desk Escalation	20%

## Primary Responsibilities

- + Proactive Engineering – provide pre-emptive technical solutions to customers, mitigating risks to their technical estate and ensuring their technical infrastructure of fit for purpose and use
- + Project Engineering – design and implement best in class, technical solutions for customers
- + IT Management – when assigned, provide strategic management and leadership for the customer, ensuring that this delivers on the clients technical and business objectives
- + 3rd line support escalation – whether working on the service desk or supporting customer onsite
- + Take ownership and drive forward any assigned support tickets escalated from the service desk

## KPIs

- + Experience of IT projects and support at a senior / technical lead level
- + Broad technical experience encompassing but not limited to; working with Windows Server, VMWare, Exchange, Office365, SQL, Azure, Active Directory
- + Knowledge of networking (LAN, WAN, VPN, Firewall, DSL Routers), colocation and hybrid environments
- + A background in managed services and IT Support is advantageous

## Core Competencies

- + Diagnostic information gathering and analytical thinking
- + Attention to communication; verbal, written and persuasive
- + Builds collaborative relationships
- + Ability to work autonomously, excellent time management
- + Creative problem solving, able to use initiative
- + Dedication and determination

## 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