

# Senior Technical Consultant

**Job Title**

Senior Technical Consultant

**Department**

Service Desk

**Reporting To**

Saj Patel

wanstor

## Our Company

Wanstor are an IT Solutions company celebrating our 16th year in business. The organization has grown year on year and currently maintains a team of over 140 staff. With IT Support Offices in Central London and Manchester, we're well placed to meet our customers' needs for a quick response.

We provide a range of hosted and deployed services for customers both small and large. Our solutions include hosted Email (Hosted Exchange), Hosted online back-up, Hosted Desktop, and Hosted Network Monitoring. Wanstor provide full support service which includes 24-hour helpdesk, network monitoring and on-site support.

Wanstor's clients provide a wide variety of fascinating opportunities for motivated technical staff. We employ service-oriented technical experts to work at delivering a variety of hosted and deployed solutions.

We are a growing company with dedicated teams managing networks, storage and co-location. 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 while we strive to provide an unsurpassed service for our customers. We expect a lot from and are extremely supportive of our people as we look to help realise each individual's potential in building a successful career with Wanstor.

## Culture & Benefits

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

- + **Customer focused:** Putting customers at the heart of what you do, to consider their needs with every decision you make
- + **Proactive:** You anticipate and act on potential issues to ensure positive outcomes
- + **Mindset:** You learn from mistakes, embrace change, and seek to continuously improve
- + **Integrity:** Do what is right, not what is easy
- + **Teamwork:** You collaborate and communicate to achieve the best outcome for your team and customers

We strive to make Wanstor an enjoyable place to work in a number of ways.

- + Unlimited access to thousands of courses and videos on a wide-range of topics at home and in the office through a LinkedIn Learning subscription
- + Regular office social events and activities, including a weekly BBQ on our terrace in summer, Friday treats, and special Summer & Winter events
- + The opportunity to work within a high growth business while developing your career
- + Committing to reducing our carbon footprint through the Cycle to Work scheme with availability of bike lockers and staff showers
- + A Central London office location 6 minutes' walk from London Bridge or 20 minutes' walk from Waterloo

# The Opportunity

## Summary of Job Function

Due to continued growth and investment, a new and exciting opportunity has arisen within the Wanstor Service Desk Team. The successful candidate will be responsible for smooth running of IT operations within customer sites through successful delivery of IT Support both remotely and onsite. The key to your success will be in proactive communication and striving to exceed customer expectations at all times.

## Primary Responsibilities

- + Completing projects across a multitude of customer accounts, including migration of email into Office 365 or hosted environments, building new virtual servers and assisting with both office and new site openings
- + Customer infrastructure review days involving recommendations for improved IT services and the proactive prevention of outages across key IT components
- + Monitoring customer infrastructure using Wanstor's monitoring tools
- + Maintaining good customer relations and visiting sites in greater London area
- + Managing assets and inventories by way of software tools
- + Producing appropriate documentation for deployments and other changes
- + Configuring and troubleshooting network connections in LAN, WAN or DSL environments
- + User management through Active Directory and Microsoft Exchange, including managing groups and GPO configuration

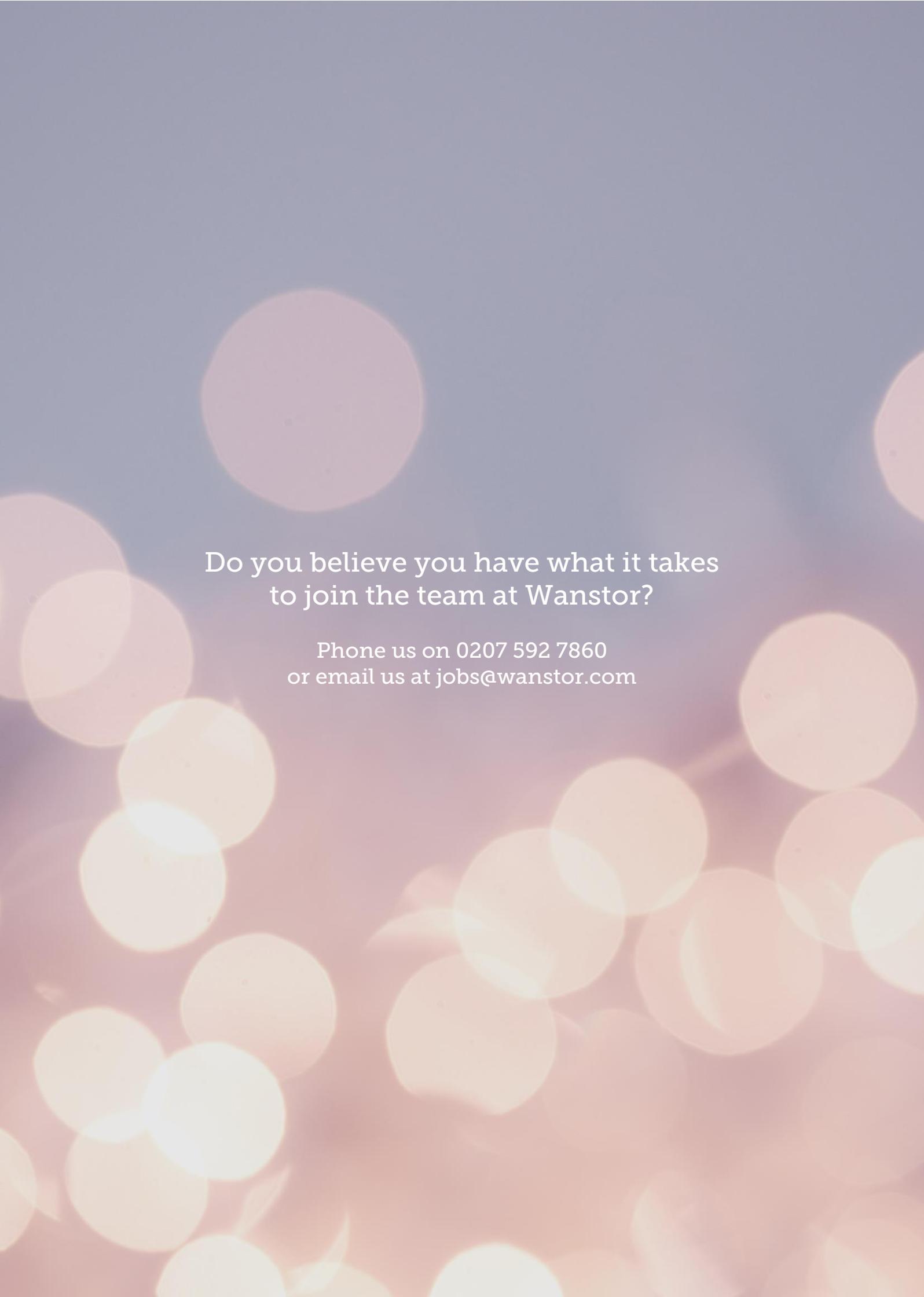
# About You

## Required skills and experience

- + Previous experience of IT support and handling projects at 3rd Line level
- + Knowledge of support for Windows 7, 8 and 10 within a Microsoft domain environment
- + Knowledge of deployment, troubleshooting and maintenance of hardware
- + Knowledge of networking and network troubleshooting across LAN, WAN, VPN and DSL routers
- + Virtualisation - VMWare or Hyper-V
- + Veeam or alternative back-up solutions
- + Experience of Microsoft Servers 2008 R2 to 2016 including Exchange 2013, 2016 and SQL
- + Excellent spoken and written English with the ability to articulate well
- + A desire to provide excellent, proactive customer service

## Desirable skills and experience

- + Previous experience in a Managed Services Provider environment
- + Office 365 (Administration and Migration)
- + Knowledge of ITIL
- + A high standard of educational achievement
- + Ability to work both autonomously and as part of a team
- + Well organised and thorough with an eye for detail
- + Good interpersonal skills with a focus on relationship building and the ability to both listen and question



Do you believe you have what it takes  
to join the team at Wanstor?

Phone us on 0207 592 7860  
or email us at [jobs@wanstor.com](mailto:jobs@wanstor.com)