Technical Consultant

Job Title
Technical Consultant

Department
Service Desk

Reporting To
Saj Patel

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Our Company

Wanstor are an IT Solutions company celebrating our 16th year in business. The organisation 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.

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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

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The Role

Summary

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.

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

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Primary Responsibilities

+ Microsoft Exchange 2010 / 2013 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 and 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

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Performance

Your performance as a Technical Consultant will be based on a number of criteria which will include the following:

+ Your efficiency and effectiveness in dealing with support queries including escalation when unable to resolve these independently
+ Your ability to resolve technical problems on client networks according to both Wanstor Service Level Agreements and client expectations
+ The ability to work with other members of staff
+ Successful competition of project work
+ Customer satisfaction surveys undertaken routinely by Wanstor
+ Adherence to Wanstor's standard procedures as they apply to your role, and in particular:

    - Logging service desk calls
    - Making a record of your work
    - Creating appropriate documentation

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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