

Senior Technical Consultant

Job Title: Senior Technical Consultant
Department: Service Department
Work Relationships: Report to Service Manager



The Company

Wanstor are a London Bridge based company that provides IT support for small, medium and enterprise customers.

We provide tailored solutions to our clients, incorporating the latest technology when appropriate and back this with infallible support both on-site and remote. Our specialty is in Wide Area Networks, hosted infrastructures and cloud services. Our success in this sector requires us to seek an experienced, motivated and resourceful individual to fill the role of Senior Technical Consultant.

Our Core Values

- **Respect.**
We respect and value those we work with and the contribution that they make. We build trust with our colleagues, customers and partners and try out alternative perspectives that put our shared interests ahead of any individual needs.
- **Honesty.**
We act impartially, ethically and transparently in all we do. Wanstor do and say the same thing in private as in public. We honour our commitments, challenge things we believe to be wrong and are open to be challenged.
- **Service Excellence.**
Our clients are at the centre of what we do. We invest the time to understand customers' needs, and regardless of the role, Wanstor always strives to surpass our customers' expectations. Our service creates solutions for clients that balance the short and long term with winning solutions for all stakeholders.
- **Brilliance.**
We use our skills, energy and resources to deliver the best, sustainable results. We aim for first class delivery and learn from any mistakes we make. Wanstor takes pride in its work and that of the wider partnership of our customer teams. Wanstor creates an environment to attract and keep the best people, those who share our values.
- **Continuous Improvement.**
We leave things better than we found them. Wanstor drives innovative and better ways to do things and ways to positively impact all of the communities we interact with we value sustainable progress as much as immediate achievements.

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

Call us on:
0333 123 0360

Email us at:
jobs@wanstor.com

Visit us at:
www.wanstor.com

124-126 Borough High Street
London, SE1 1LB

The Role

The role involves all aspects of system administration, maintenance, design and implementation of new sites for a discreet number of our clients and occasional placements at client sites. Our clients come from a diverse range of industries, each with their own special requirements and approaches to IT. This makes for an exciting and challenging environment to work in with exposure to a variety of technologies.

The role is made up of 3 main areas:

- Providing the service desk department with a point of escalation.
- Project work encompassing many different technologies and setups using Windows Server, Exchange, VMware, HyperV, Office 365, Linux and Mac.
- Acting as primary engineer for a group of clients, building a relationship and taking a consultative approach to providing them with proactive maintenance and recommendations. Some clients also have a full IT Manager Service

Prerequisites

At a minimum we expect at least 6 years' experience in an IT support role. We will also be looking for someone with a relevant qualifications or certifications. You will be communicating directly with clients and colleagues where very good spoken and written English is required.

Ideally you will have one or more of the following:

- Bachelor of Science degree. E.g Computer Science, Information Systems, Maths or Engineering.
- Microsoft Certification MCSA/MCSE.
- Cisco Certification, CCNA level and above.
- VMWare VCP5, HP and Avaya Certifications are also highly regarded.

Typical Core Skills Required

- Exchange /2007/2010/2013/Office 365.
- Windows Server 2008/2012.
- TCP/IP, router and switch configuration.
- VMWare administration.
- Active Directory configuration and administration.
- Antivirus administration.
- SQL 2005/2008/2014.

This role includes being part of the 'on call' rota

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