

Job description

Job title:	Technical Services Consultant (2nd / 3rd line support)
Post holder:	
Line manager:	Technical Services Manager
Responsible for:	IT support, development and project/consultancy work for Cygnet IT Services CIC and its customers
Date of appointment:	

Job summary

The Technical Services Consultant will work closely with the Technical Services Specialist and Technical Services Manager and act as a point of escalation for the Technical Services Team and will develop and maintain new and existing technologies and services that will enable Cygnet to better serve their customers, increase their market share and improve their internal procedures. They will also be responsible for on-site consultancy and project work.

It is expected that this role will have in-depth 2nd and 3rd line knowledge across multiple technologies.

Role and responsibilities

- Act as a point of escalation for technical queries, and support incidents for the Technical Services Team.
- Undertake ad-hoc projects and consultancy work as agreed with the Technical Services Specialist or Technical Services Manager - this may also involve site visits and customer meetings to resolve escalated issues.
- Gain and develop in-depth technical knowledge of the key systems that make up our service portfolio.
- Assist the Technical Service Specialist to design and specify technical solutions to meet customer requirements.
- Continually review current technical service provisions and ensure they are good value, up to date and fit for purpose.
- Ensure processes exist for the setup and management of all technical systems.
- Ensure all technical systems are pro-actively monitored and potential issues are raised and dealt with appropriately.
- Ensure the continued security of Cygnet's systems in line with current best practices; take reasonable actions to ensure data and hardware is secure from unlawful attacks.
- Ensure a continual process of research and development to evaluate both customer and Cygnet's own technical requirements.
- Ensure all technical services meet data security requirements and maintain the security of all customer data stored within Cygnet's systems.

- To ensure the cost implications of new and existing services are fully understood are approved by the Technical Services Specialist and presented to the Technical Services Manager and CEO in a timely manner.
- To ensure knowledge is documented and shared across all teams within Cygnet (where appropriate).
- To be available out of office hours on an ad-hoc basis as required by the needs of the organisation.
- To undertake administrative functions in supporting the Cygnet technical service portfolio, for example: user management, backup and recovery.
- To promote Cygnet's service portfolio to current and potential customers and ensure new business opportunities are discussed between senior managers and followed up where appropriate.
- To participate in the day to day support of Cygnet's Technical Services; carry out site support visits, staff the Service Desk and answer customer support calls from time to time when required.
- To ensure all activities are undertaken in compliance with our Health and Safety policy, equal opportunities policy, safeguarding policy and other policies and procedures.
- To undertake such other duties as may reasonably be required by your line manager.



Person specification

Essential criteria:

- A pro-active approach to IT support and customer service.
- The ability to work independently using your own initiative as well as part of a team.
- Experience of administering/designing Windows server infrastructures including Group Policy design and planning.
- Experience of server and workstation builds and automation/imaging.
- Experience of application packaging or automated installations.
- Experience of enterprise/cloud anti-virus systems.
- Experience of enterprise/cloud backup systems.
- Experience of documenting technical procedures, infrastructures and system configuration.
- Excellent written and spoken communication and customer service skills.
- Ability to work under pressure.
- Be responsive to the needs of the company and be able to adapt your approach and systems to meet new requirements.
- Be able to explain complex technical concepts in simple terms to peers, end-users and customers.
- Willing to continually learn and develop your skills.
- Be able to maintain a high degree of customer service for all customer queries and interactions.
- A methodical and thorough approach to troubleshooting support requests and escalated issues.

Essential skills:

- Strong understanding and experience of Windows 10, Server 2012 R2 or above.
- Strong understanding and experience of Active Directory, DNS and Group Policy.
- Good understanding and experience of server virtualisation.
- Good understanding and experience of imaging, operating system and software deployment systems such as WDS, MDT or SCCM.
- Good understanding of Microsoft Exchange (2010 onwards and Office 365).
- Good understanding and experience of network concepts such as IP, VLANs, ACLs and routing.
- Good understanding of scripting and automation (batch files, PowerShell, VBS etc).
- Good understanding and experience of Office 365 including day-to-day usage and design/migrations.
- Experience of proactive and reactive system monitoring (SNMP or similar systems).
- Valid driving licence.
- GCSE English and maths or equivalent.

Desirable skills:

- Experience of working with multi-site AD environments.
- Shared storage for virtual environments – iSCSI, NFS or FC SANs.
- Experience of working with Cisco, HP Procurve or similar network equipment.
- Experience of using Autotask and or Autotask Endpoint Management (CentraStage).
- Experience of managing/planning projects.
- CCNA, VCP, and/or MCSE/MCTS certification.
- Google Apps/Office 365 setup and migration experience
- Mobile device management technologies



Salary band:

The salary band for the position is 30k-35k; this is for guidance only and may be altered at any time

Signed

Post holder:

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Date:

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Line manager:

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Date:

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