

JOB VACANCY

Customer Success Engineer

Pre and post sales Professional Services and Delivery

A rewarding opportunity for an experienced and qualified IT professional to join a vibrant, professional team in a company that promotes an inclusive and supportive culture and offers exciting career progression opportunities.

Risc IT Solutions are Cloud experts - IT professionals and trusted advisors who help companies work smarter by providing the right solutions to their business challenges. The award-winning, Microsoft CSP and pioneer of Cloud Backup in the UK, has built up strong customer and partner relationships over the last 20 years based on trust, knowledge and experience, coupled with first-class support.

What would this role of Customer Success Engineer entail?

Working within the Technical Department as a Customer Success Engineer, you'd be working closely with the sales and technical teams to identify, plan and implement complex professional services projects to meet customer requirements.

Your technical skills and experience would include Infrastructure and Modern Desktop, including (but not limited to) Azure AD, Security, Windows Server environments, Networking, M365 Premium Stack

Your duties would include, although not be limited to:

- Pre-sales scoping to assist sales teams to identify effective solutions
- Collating requirements, planning and delivering complex professional services
- Taking ownership of projects and customer relationships
- Ensuring commercial viability of proposed solutions
- Supporting customers and Risc internal staff with their use of software, hardware, services as required
- Documenting all activities undertaken as per guidance to allow easy case management and allow customers ongoing use of services delivered
- Providing additional assistance to the team as required

What would I need to be considered for this Customer Success Engineer vacancy?

Qualifications

- Degree level graduate (in relevant subject)
- A Microsoft qualification in either:
 - MCSA
 - MCSE
 - AZ-100 or AZ-104
- Full UK driving license

General and interpersonal skills

- Experienced and skilled in managed services provision
- Excellent customer communication and rapport skills – both written and verbal
- Able to deliver clear and articulate information to customers and colleagues
- Attentive to customer needs, building strong rapport and loyalty
- Self-managing and motivating
- Manages difficult situations calmly
- Accurate numeracy, written and data entry skills
- Analytical and methodical problem solver
- Able to follow process and adaptable to change

Pre-sales Technical skills

Infrastructure

- Azure AD/On-Prem AD
- Azure IaaS (VM's, Storage, Networking)
- Security - Server, IaaS \ Azure Security Center best practice
- Traditional Windows Server environments (Hyper-V/VMware)
- Networking (VPN's, TCP/IP, Routers, Wi-Fi, Firewalls) from multiple vendors, Cisco, SonicWall, Palo Alto, Fortigate, etc.)

Modern Desktop

- Delivery of the "Full" M365 Business Premium stack, i.e.
 - Intune
 - Microsoft Defender for O365 (O365 ATP)
 - Conditional Access/AAD
 - Email archive/Lit Hold/Retention policies

What would I receive in return?

As a Customer Success Engineer, you'd be part of a thriving, growing team of talented individuals who are really proud of their company. You'd receive a salary up to £35,000 dependent on qualifications and experience. We also offer a comprehensive staff benefit scheme and all employees are eligible for private medical insurance after a qualifying period.

Employed on a permanent, full time contract working Monday to Friday 8.30am to 5.30pm, you'd be based within the company offices in the Victorian coastal town of Llandudno, one of the most

popular destinations in North Wales. Remote working is highly likely in the current circumstances and is also possible going forwards.

Visit us at: www.riscitsolutions.com for more information.

We would invest in your development, through enrolment on external and internal training courses, so you'd be able to achieve and maintain the learning and required qualifications to support the business.

More about us:

The company was one of the first Microsoft Partners in the UK to achieve Cloud Solution Provider (CSP) Direct status. Risc have been awarded Microsoft Gold Small and Midmarket Cloud Solutions and Gold Cloud Productivity competencies and continue to strive for excellence in all areas of the company.

With Cloud solutions managed for more than 1,000 customers, Risc have a strong capability to help customers across the full breadth of IT requirements. The portfolio includes a combination of Cloud and Physical solutions to provide – IT Infrastructure, Business Continuity, Business Productivity, Data Security and Compliance, as well as Endpoint management/protection. This tight team of talented individuals operates to a set of core values which includes: enthusiasm, integrity, courtesy, reliability, commitment to quality and going above and beyond in order to deliver cutting edge solutions to their resellers and customers.

If you meet the above criteria and wish to apply for this Customer Success Engineer role, please send your CV and cover note by email to careers@riscitsolutions.com