

JOB VACANCY

Team Lead – Senior IT Support Managed Services (MSP)

Consideration will be given to those who would prefer hybrid or remote working, although the initial few months in the role will involve regular visits to our Llandudno office in North Wales to enable thorough training.

An exciting opportunity for an experienced and qualified IT Team Leader to head up a new managed services (MSP) team, in a vibrant, growing company offering career progression opportunities and promoting a diverse, inclusive and supportive culture.

Our Company

Risc IT Solutions is an award-winning Cloud Solutions provider. As a Microsoft Gold CSP and pioneer of Cloud Backup in the UK, we have developed loyal customer and reseller partner relationships over the last 21 years based on trust, knowledge and experience, coupled with first-class support.

We embrace change with enthusiasm, using cutting edge products to deliver innovative solutions. While we're experiencing exciting and rapid business growth, we care about our team, priding ourselves on maintaining a happy work environment, expressing gratitude, celebrating and rewarding individual and company-wide progression and success.

The Role – Team Lead – Senior IT Support Managed Services (MSP)

As Team Lead – Senior IT Support Managed Services, you would be heading up a new MSP team consisting of 4 to 5 colleagues, providing best practice managed services to our Total Support customers. You would be responsible for ensuring that the team works effectively with customers and colleagues to deliver highly available, secured and documented services and ongoing support both remotely and on-site.

Your duties would include, although not be limited to;

- Working with sales teams and Head of Operations to ensure proposed managed services customers' requirements are correctly defined, resourced, costed, delivered and achieved
- Taking responsibility for day-to-day management of customers' IT services including desktops and laptops; servers; networks; firewalls; patching, OS firmware, 3rd party software; external services i.e. Office 365; creating and following client runbooks/standard operating systems; and automation and reporting
- Ensuring the smooth running of the team, e.g., security best practices, ensuring customer and internal policies and guidance are adhered to and documented / updated
- Applying all security and functional updates in a timely manner to meet requirements
- Undertaking roll back/disaster recovery for customers as needed
- Ensuring customer satisfaction and staff development, motivation and retention

The Package

You'll be part of a thriving, growing team of talented individuals who are really proud of their company. You will also benefit from:

- Salary in the region of £45,000 to £50,000, with the level dependent on experience and qualifications, plus bonus scheme
- Flexible working options, with option for hybrid or remote working if preferred, although the initial few months will involve regular visits to our offices in Llandudno (North Wales)
- Permanent contract, working Monday to Friday 8:30am to 5:30pm
- Investment in your career development, with external and internal training courses
- Excellent opportunities for progression
- Comprehensive staff benefits including generous holiday entitlement, salary sacrifice scheme and Private Medical Insurance, after a qualifying period

Our Requirements

- Experienced in managed services provision and leading a team of people, with a broad range of IT knowledge and skills
- Degree level qualification (in relevant subject)
- Achieved Microsoft qualifications i.e., MCSE, 70-346\ 70-347 (or modern equivalent - MS-100), Microsoft Server qualification
- Full UK driving licence
- Excellent communicator, able to deliver clear and articulate information to customers and colleagues
- Attentive to customer needs, and able to build strong rapport and loyalty
- Self-managing and motivating and able to manage difficult situations calmly
- Superb analytical and methodical problem-solving skills

Technical skills required

Infrastructure

- On-Prem AD/Azure AD
- On-prem Infrastructure (VM's, Storage, Networking)
- Virtualisation environments (Hyper-V/VMware)
- Networking (VLAN, VPN's, Routers, Wi-Fi, Firewalls – ability to configure Cisco, Meraki, Sonicwall, Draytek, etc.)
- UPS setup, management, testing

Operating System & software support

- Windows Server 2012, 2016, 2019
- Windows Desktop 7, 10, 11
- Anti-virus management, policy creation/documentation
 - ESET
 - Sophos
 - Microsoft Defender

Escalation with suppliers – HP, Dell, Lenovo

Managed Services skills required

- Reporting
- Auditing & alerting – AD & Office 365
- Security & best practice setup – Windows Server, best practice, group policies, Intune policies
- Patching processes
 - OS
 - Switches
 - Routers
 - Printers
 - Server management tools iDrac , iLo, etc.
- DR rollback process
- RMM tool
 - Datto RMM
 - Connectwise
 - AutoTask PSA
 - Other

Desirable skills

- SAN (EMC, HPE, etc.)
- Other servers/services (e.g. Linux, NAS, Phone systems)
- Network Cabling
- Apple Mac
- SNMP monitoring
- 3rd party patch management
- Microsoft desktop support qualification (not Office)

We truly believe that diversity in backgrounds, cultures, experiences, and values enables us to flourish as an organisation and as a team. So, if you meet the requirements above and would be interested in joining our team, we'd welcome your application.

More about us:

Risc IT 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.

Our portfolio includes a combination of Cloud and Physical solutions to provide support to IT Infrastructure, Business Continuity, Business Productivity, Data Security and Compliance, as well as Endpoint management / protection.

If you meet the above criteria and wish to apply for this Senior IT Support Technician – Managed Services role, please send your CV and cover note by email to careers@riscitsolutions.com