

JOB VACANCY

Senior IT Support Technician – Managed Services

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 22 years based on trust, knowledge and experience, coupled with first-class support.

What would this role of Senior IT Support Technician – Managed Services entail?

Working within the Technical Department as a Senior IT Support Technician, you'd be providing best practice managed services to our Total Support customers.

You'd be working remotely and on-site with customers and Risc staff to ensure services are highly available, secured and documented to allow ongoing support.

Your duties would include, although not be limited to:

- Working with sales teams and line manager to ensure proposed managed services customer requirements can be correctly defined, resourced, costed, delivered and achieved
- Being responsible for day-to-day management of customers' IT services including:
 - Desktops and laptops
 - Servers
 - Networks
 - Firewalls
 - Patching, OS firmware, 3rd party software
 - External services ie. Office 365
 - Creating and following client runbooks/standard operating systems
 - Automation and reporting
- Ensuring security best practices, customer and internal policies and guidance are adhered to
- Applying all security and functional updates in a timely manner to meet requirements
- Roll back/disaster recovery for customers as needed
- Document all external customer policies during onboarding phase and update when needed
- Providing additional assistance to the team as required

What would I need to be considered for this Senior IT Support Technician vacancy?

Qualifications

- Degree level graduate (in relevant subject)
- Microsoft qualifications i.e.
 - MCSE
 - 70-346\ 70-347 (or modern equivalent - MS-100)
 - Microsoft Server qualification
- Networking qualifications i.e.
 - Cisco CCNA or vendor training
- Full UK driving license

General and interpersonal skills required

- Experienced and skilled in managed services provision
- Excellent communicator
- 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

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
- 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)

What would I receive in return?

As a Senior IT Support Technician – Managed Services, you'd be part of a thriving, growing team of talented individuals who are really proud of their company. You'd receive a salary between £30-40,000 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, we offer a hybrid working model, where you'd spend part of your time remote working and the other in our offices in the Victorian coastal town of Llandudno, one of the most popular destinations in North Wales. After a probationary period and once training is completed, we would be happy to discuss flexibility in your working arrangements.

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 and your career ambitions.

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

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