Reliable Networks

Job Description

Senior Technology Consultant

Role Summary
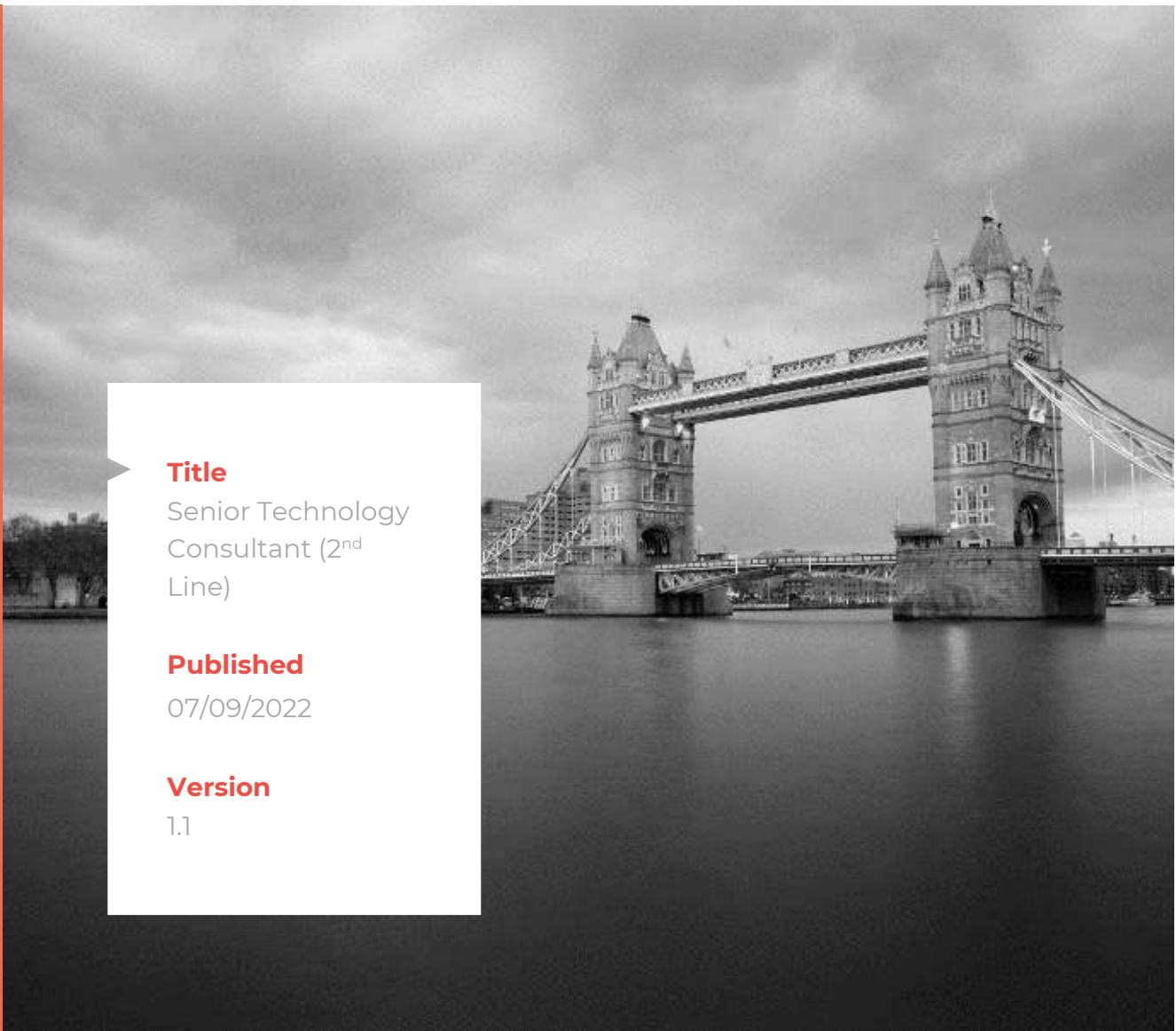
- Delivering excellent customer service through onsite support and project delivery.
- Taking ownership of issues or requests to ensure they are dealt with quickly and efficiently.
- Proactively ensuring our client knowledge base and systems are kept up-to-date
- Driving efficiency through accurate logging of information, time and resolution steps on service tickets
- Proactively manage and communicate internally and externally with relevant stakeholders in the business and within client organisations.

About You

You will constantly strive to drive efficiency by leveraging the latest tooling and platforms to deliver an excellent customer experience.

- Self-motivated and able to establish credibility and trust
- Organised able to manage multiple priorities and adapt to change
- Driven by delivering positive results and exceeding expectations
- Remain current with critical advancements in the technology space
- Demonstrate high levels of empathy and maturity with clients
- Energetic, pro-active and pragmatic
- Excellent communications skills and a professional telephone manner is essential in this customer-focused role
- Ability to explain solutions to both technical and non-technical audiences
- Proven ability to work under pressure and with other people
- Strong desire to provide best of class solutions using the latest technology
- Excellent timekeeping

Role Responsibilities

- Attending client sites upto four days a week
- Clients are located across London and surrounding areas, including Brentford and Seven Oaks specifically, so a car and a clean driving license are required.
- Working remotely on support tickets logged via Service Desk
- Technical support for the sales team
- Accurate scoping of and efficient delivery of project work
- Dealing with client internal IT teams and stakeholders
- Managing resolution of 3rd Party support requests
- Desktop platforms, including Windows 10 and Apple operating systems
- Microsoft365 – good knowledge of Exchange, SharePoint and Teams management (certificate highly desirable)
- Microsoft Azure – basic understanding of networking and virtual workloads management and maintenance (certification desirable but not essential)
- Working knowledge of VMWare in managing and maintaining hosts and virtual workloads
- Strong Networking knowledge, including VLANs, routing and familiarity with Cisco and HP Aruba technology.
- Windows Server – good knowledge of day-to-day management and maintenance of domain servers (AD, DFS, DHCP) and general support for servers.
- Physical equipment maintenance – patching, replacing hard drives, moving servers between racks, installing network equipment, replacing UPS batteries
- Occastional Weekend coverage of Matchdays at our client site

Experience Desired

- Office 365
    - Exchange Online
    - Sharepoint
    - Teams
    - Azure
- Microsoft Intune
- Active Directory
- Windows Server
- Networking
- VMWare/Virtuilasation

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Our Values

Seek Clarity

Ensure we create a mutual understanding with our peers and clients to ensure we understand and solve challenges and achieve objectives.

Delivery Value

Add value in every interaction, strive to over-deliver on people's expectations, and always strive to create value in our propositions, solutions, and services that we provide each other and our clients.

Build Trust

Establish credibility and build trust with our peers and clients using our expertise and experience to help others and proactively communicate and take ownership.