



I.T. Technical Consultant

Peterborough, England, United Kingdom - Full time

This is a mission-critical client-facing role with Complete IT, the rapidly growing IT support provider.

This is a field based role, operating out of our Peterborough office

Complete IT (CIT) is a fast-growing, premier UK provider of IT support services whose clients range from 10 to 300 users and utilise the best technologies. Our wide range of managed IT services includes bespoke project delivery and we have a growing reputation for the quality and passion of our service built around our clients, combining on-site visits and unlimited helpdesk support to deliver a very different customer experience.

We are looking for a Technical Consultant who will be responsible for improving and maintaining client infrastructures and for project delivery. What you won't be doing is solving clients' IT problems; that's the role of the Helpdesk and they take full ownership for fixing stuff and feel good about doing it! What you will do as Technical Consultant is partner with each of your clients as either their IT manager or alongside their IT manager, which will enable you to:

- build trusted adviser relationships, which means...
- providing input and guidance, steering them to make the right long-term decisions about their IT infrastructure
- install all the latest technologies

Requirements

The ideal Technical Consultant candidate will have a track record in IT support, including some time in a field technical support role. You will ideally have Microsoft qualifications and acknowledged skills in writing technical documentation, providing detailed client proposals and completing IT systems reviews. Confident in getting to grips with a varied client base, each with its own challenges and priorities, you thrive on partnering with different stakeholders in different environments. You will have advanced troubleshooting skills in Microsoft server hardware and software, including Exchange. You will also have knowledge of firewalls, antivirus and backup technologies and the ability to install and support of VMWare/Hyper V clustering. You will be a strong all-round communicator, networker and influencer with good project management skills.

Benefits

We offer private healthcare schemes, an employee assistance programme, access to an exclusive discount website, eyecare vouchers, childcare vouchers, a cycle to work scheme, long service awards, and quarterly team nights out. We also carry out bi-annual development reviews for all of our team members, giving them the opportunity to discuss their career and their training and development. Our team are the best in the business, so training is very important to us – we provide internal and external technical and soft skills training, and support our team by paying for them to take the exams that they need to gain valuable, industry recognised qualifications to develop their knowledge and expertise.

Please check out the privacy notice for candidates on our website - see link below:

<https://www.complete-it.co.uk/privacy-notice/>